# TRAVEL ONLINE

# USER GUIDE

# INDEX

1 GENERAL INFORMATION ..... 3
1.1 APPLICATION IN BRIEF ..... 3
1.2 GETTING STARTED ..... 3
2. TRAVEL ONLINE ..... 4
2.1 HOME PAGE TRAVEL ONLINE ..... 4
2.2 HOW TO MAKE A RESERVATION ..... 5
2.3 HOW TO MAKE A FLIGHT RESERVATION ..... 6
2.4 HOW TO MAKE A WEB SEARCH"LOW COST CARRIERS" ..... 13
2.5 HOW TO MAKE A TRAIN RESERVATION ..... 14
2.6 HOW TO BOOK GROUND TRANSPORTATION ..... 21
2.7 HOW TO MAKE A HOTEL RESERVATION ..... 23
2.8 HOW TO MAKE A CAR RESERVATION ..... 26
2.9 HOW TO MAKE A RESERVATION AS A TRAVEL ARRANGER ..... 28
2.10 WHAT YOU CAN DO WITH YOUR RESERVATION ..... 29

# 1 GENERAL INFORMATION

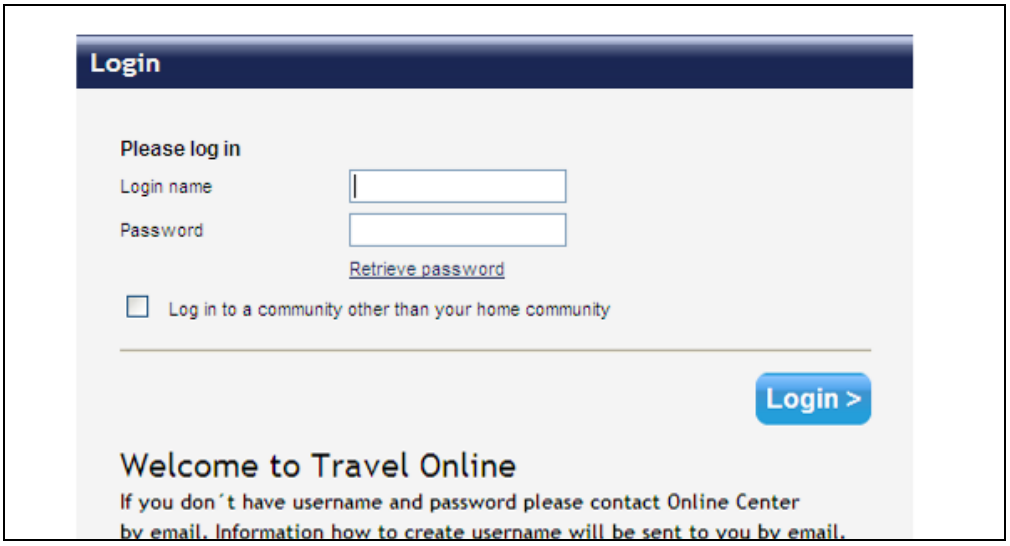
## 1.1 APPLICATION IN BRIEF

Travel Online is an internet based tool for online booking for air, train, hotel, car and ground transportation. The application is based on Amadeus e-Travel Management. To be able to use Travel Online these are the requirements:

- Internet Explorer version 5.5 - 8
- Netscape version 7.1 - 8
- Apple Safari for MAC 1.2.4 or Safari 1.2.3
- Mozilla Firefox version 1.5 or 2.0
- Recommended screen resolution is 1024 x 768 or higher. Also use a maximized window.
- Your browser must accept cookies. The information sent is SSL-encrypted to protect the content.

## 1.2 GETTING STARTED

It's required to register a traveler profile to be able to get your username and password. When you log in, always use a valid username and password. Then confirm with the button: **Login**.


Login
Please log in
Login name
Password
Retrieve password
Log in to a community other than your home community
Login >
Welcome to Travel Online
If you don´t have username and password please contact Online Center
by email. Information how to create username will be sent to you by email.

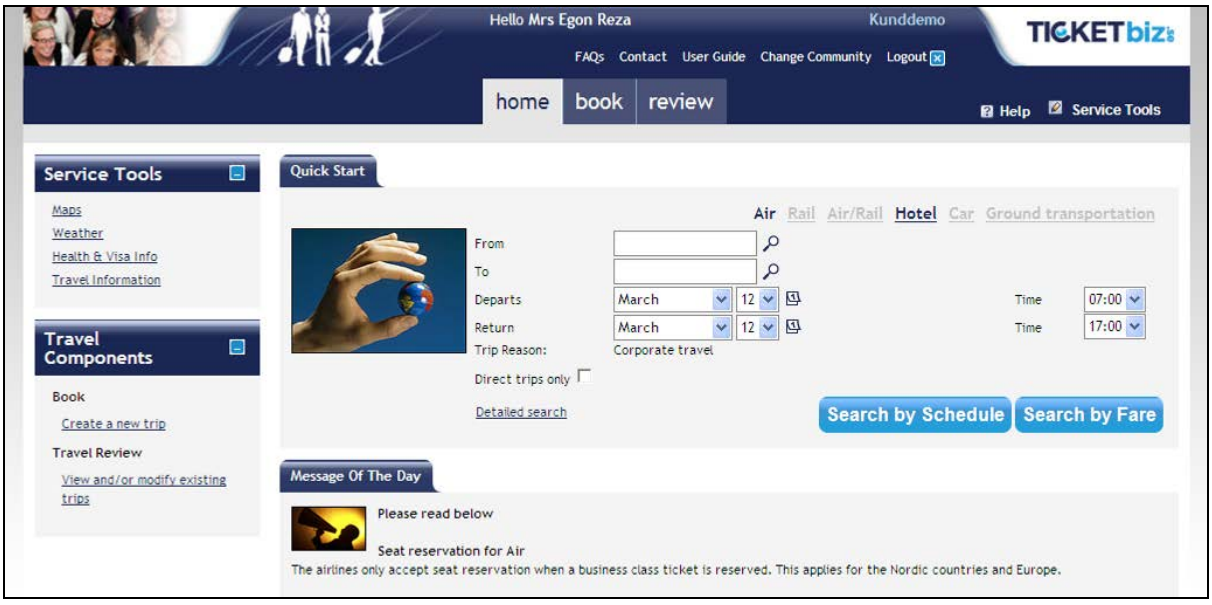
- In case you forget your password, enter your username and click on the link: "Retrieve password" and your password will be sent to your e-mail address.
- If your login somehow gets locked, please contact Online Center Nordic: tel. +46 8 585 747 50 or e-mail: travelonline@ticketbiz.se

# 2. TRAVEL ONLINE

## 2.1 HOME PAGE TRAVEL ONLINE

As the large picture shows below, you are now on the home page. The smaller picture here is showing three tabs and a description follows below of what the different tabs are:

- **Home page** → click here to get to Quick Start where you e.g. can make a flight reservation.
- **Book** → click here to make a reservation for: air, train, hotel or car. It is also possible to make one-way reservations here.
- **Review** → click on one of the tabs here to view/change/confirm your reservations: scheduled trip, previous trip, received itinerary (trip plan).




**Travel Components** is an alternative path to the tabs ”Travel Planner” and “Travel Review”

**Quick Start** is a feature that allows you to make a quick reservation with fewer details, but otherwise the same as if you would use the tab: “Travel Planner”

**Pending trips** shows you your planned/reserved trips and it is possible to click on the link to go straight to an existing reservation

**User guide** can be found in the upper right corner, click on the link: User guide

**Service Tools** are links to travel related information such as: subway maps and airport info

***Hint 1!*** *Use the [Tab] key to move the cursor to the next field. To return to the previous field, hold down the [Shift] key and then click the [Tab] key. The [Tab] key also moves the cursor to the next button.*

***Hint 2!*** *Use the up or down arrows to navigate within the drop-down lists.*

## 2.2 HOW TO MAKE A RESERVATION

It is possible to plan a trip from either Quick Start or the Book tab.

1. Choose the type of reservation that you wish to make air, train, hotel, car, more services (ground transportation). Enter date, desired destination and then search.
2. Review the alternatives and make your choice.
3. Add another reservation if needed, such as: hotel, car and more services (ground transportation).
4. Finish/make you reservation, choose form of payment and method of delivery for your reservation.
5. Confirm your reservation, or if possible make a preliminary reservation.

**Starting a search –** a search can be made either through Quick start or a more detailed search can be made through the Book tab. A detailed search can also be done from the Home page below the dates.

Fill out the fields ”From” and ”To” with the name of the city you wish to travel from/to e.g. Stockholm or New York. Select the alternative that best matches your entry.

Fill out date, departure and return time. Travel Online will search within the time frame that you chose. If there are no departures within the time frame you might not get any result at all. If that is the case try change the time frame of your travel.

**Policy and prioritized choice -** the search results are presented according to your company’s preferences, policy and prioritized choice of suppliers.

**To make a reservation for more than one traveler** (if accessible), follow the steps below:

**Air:**

1. Make your reservation through the tab”Travel Planner”.
2. Fill out the number of passengers (no more than 9 possible).
3. Continue with the reservation. The system will ask you to fill out traveler details after you click on:”Add to trip plan”. Thereafter you proceed as usual.

**Hotel:**

1. When making a hotel reservation for more than 1 traveler, you can only book one room at the time.
2. Book the first room and then attach it to traveler 1.
3. When you get to the summary, click on the link:”Book another room at this location”.
4. Choose type of room and “Continue”. And then click on “Add to trip plan”.
5. Proceed in the same way with every room you would like to book.

**Car:**

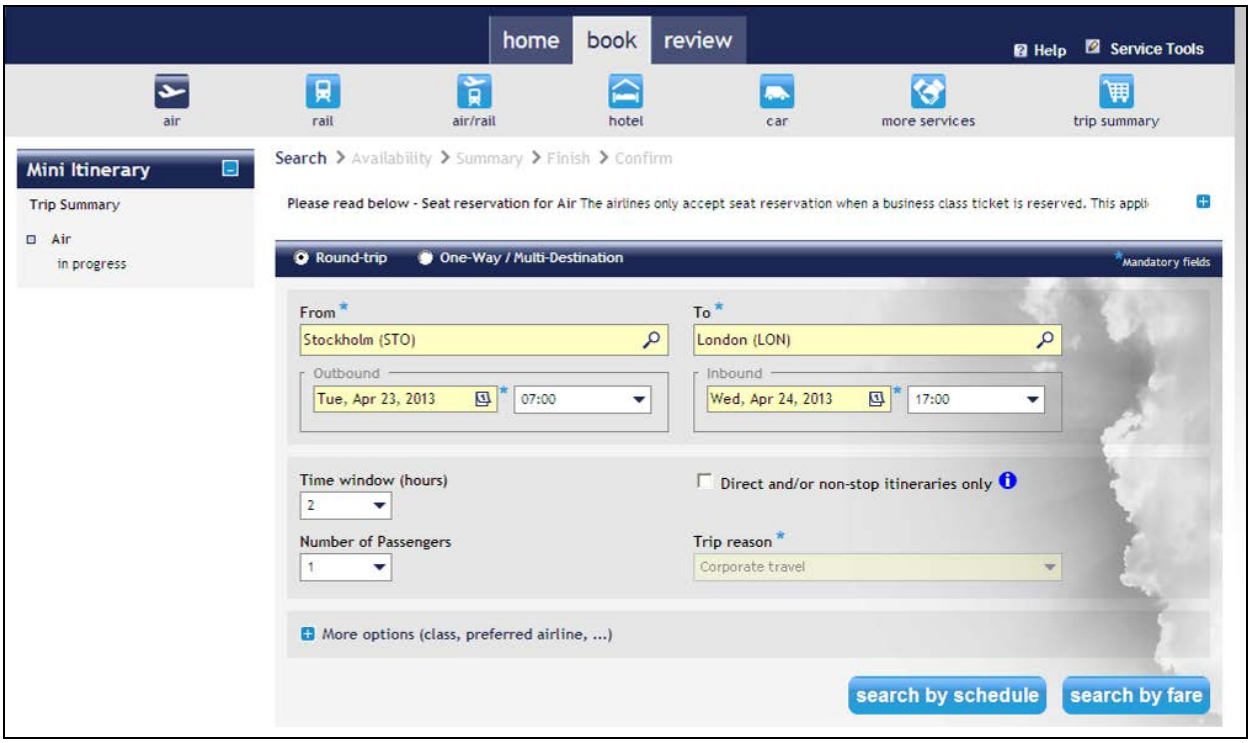
1. If you want to make a reservation for more than one car, each car has to be booked separately.
2. Make the first car reservation and attach it to traveler 1.
3. When you get to the summary, click on the link: ”Book another car at this location”. Choose type of car and then “Continue”. Click on ”Add to trip plan” thereafter choose traveler 2.
4. Proceed in the same way with every car you would like to book.

**Limitations when making reservations for more than 1 traveler:**

1. If it’s allowed to enter a travelers name manually, this can’t be changed after the reservation has been confirmed.
2. Traveler 1 can see the planned trip and also change it, but this cannot be done by the other travelers. *(Note! You can send a reservation confirmation to all other registered travelers).*
3. Changes you make for the trip will affect all travelers.
4. You can not add or remove a traveler once you confirmed the trip.
5. If reference is applicable only one reference and one form of payment can be used for the entire reservation.

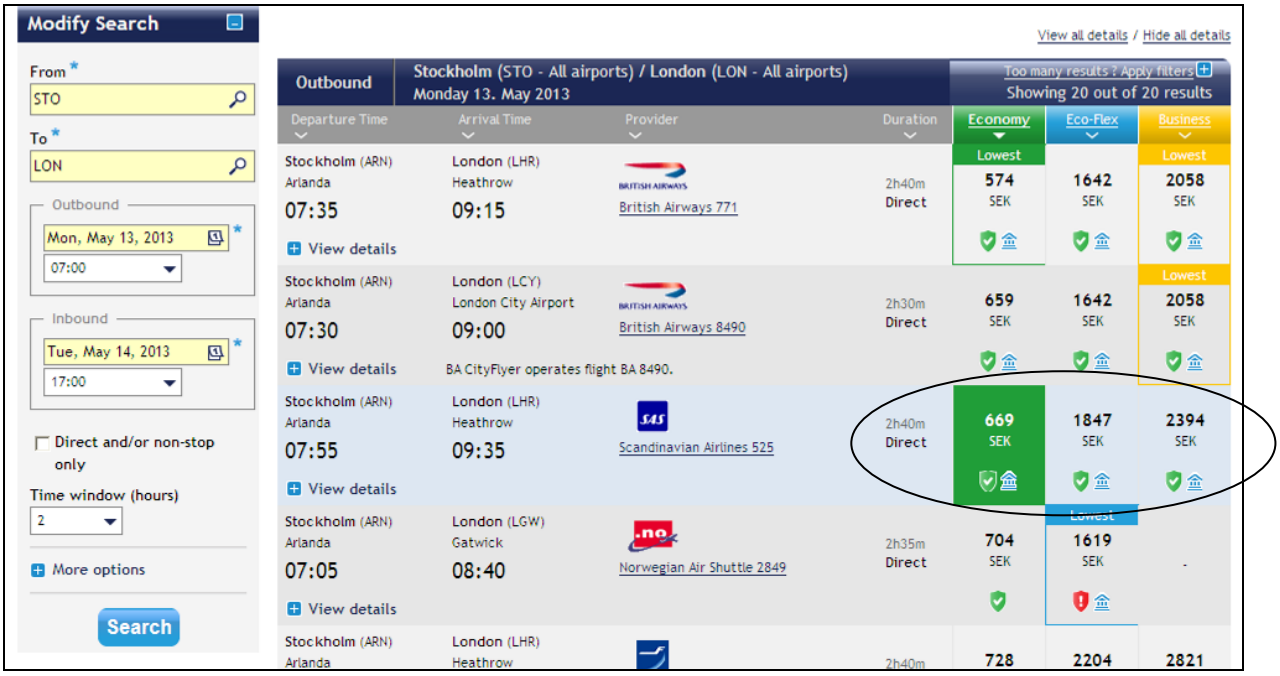
## 2.3 HOW TO MAKE A FLIGHT RESERVATION

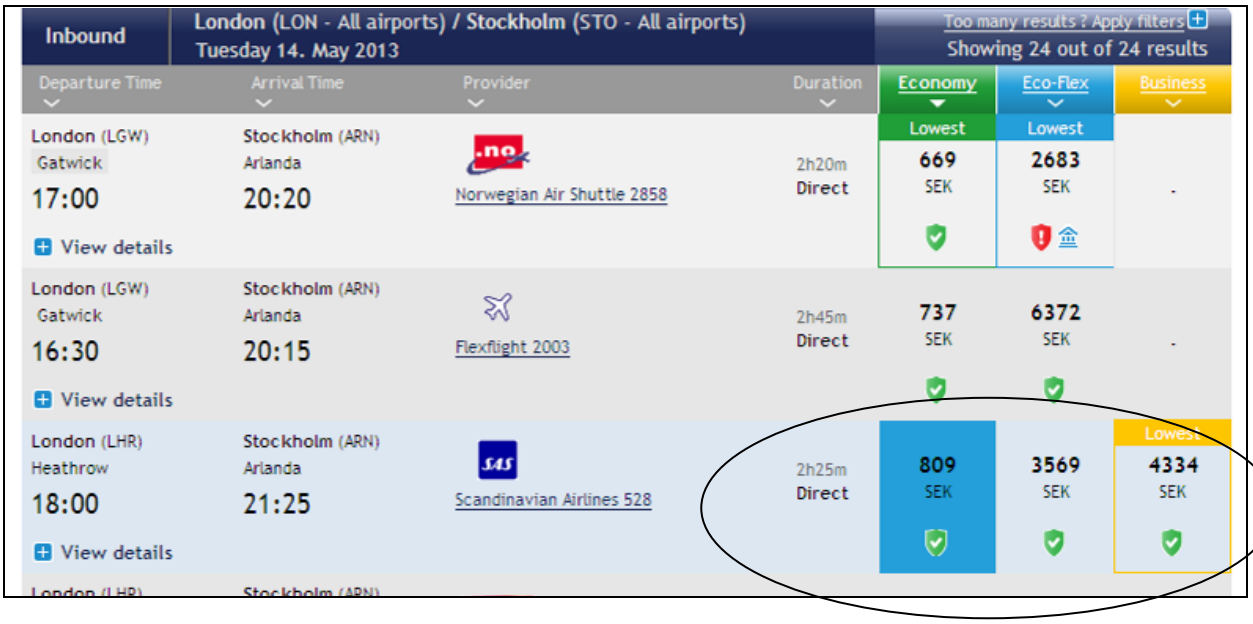
When making a flight reservation using the tab “Book”, roundtrip is the default setting. If you wish to make a one-way or Multi-destination reservation, select that in the menu instead.

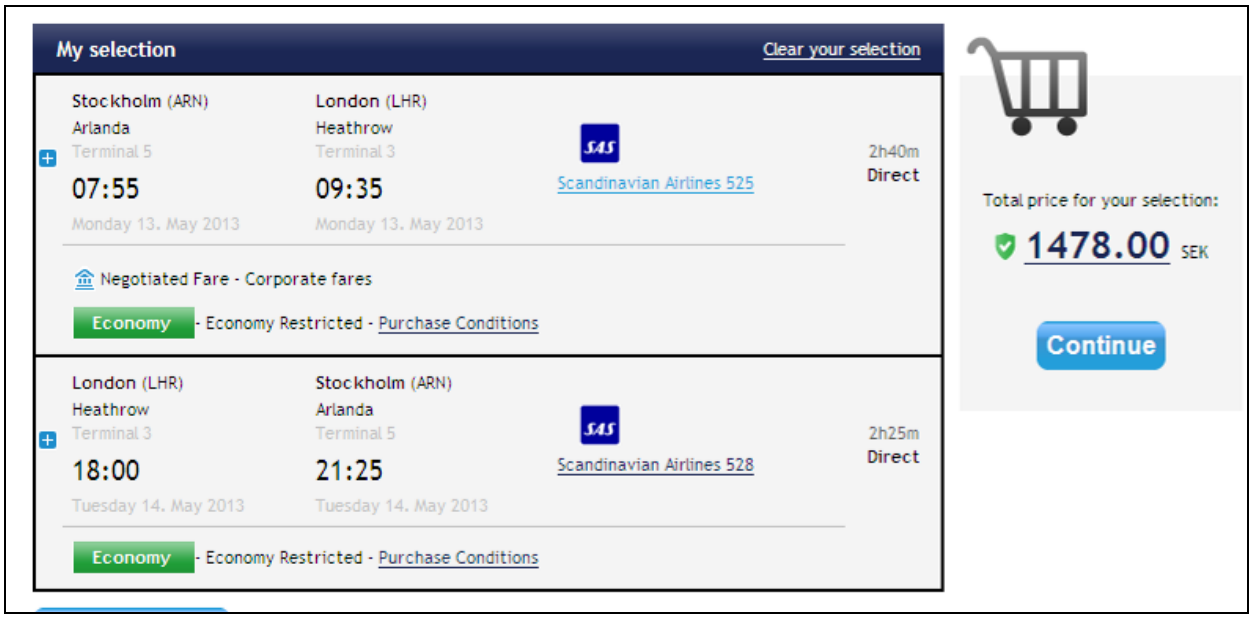



- Fill out destination “From” and ”To”.
- Choose date for outbound and inbound. Use the calendar.
- Fill out time for departure and return. Acceptable Time Window can be changed as a combination to the time you choose.
- If the time of travel is most important use: search by schedule When you have chosen what departures you would like, another step will be shown where you choose price.
- If low fares are most important use: search by fare. Departures filtered by lowest available fare will be shown in different price columns. These are often named as: Economy/Eco-Flex/Business. Click on each tab name and see what each type stand for.

In the example on the next page a search for best available fare is chosen:

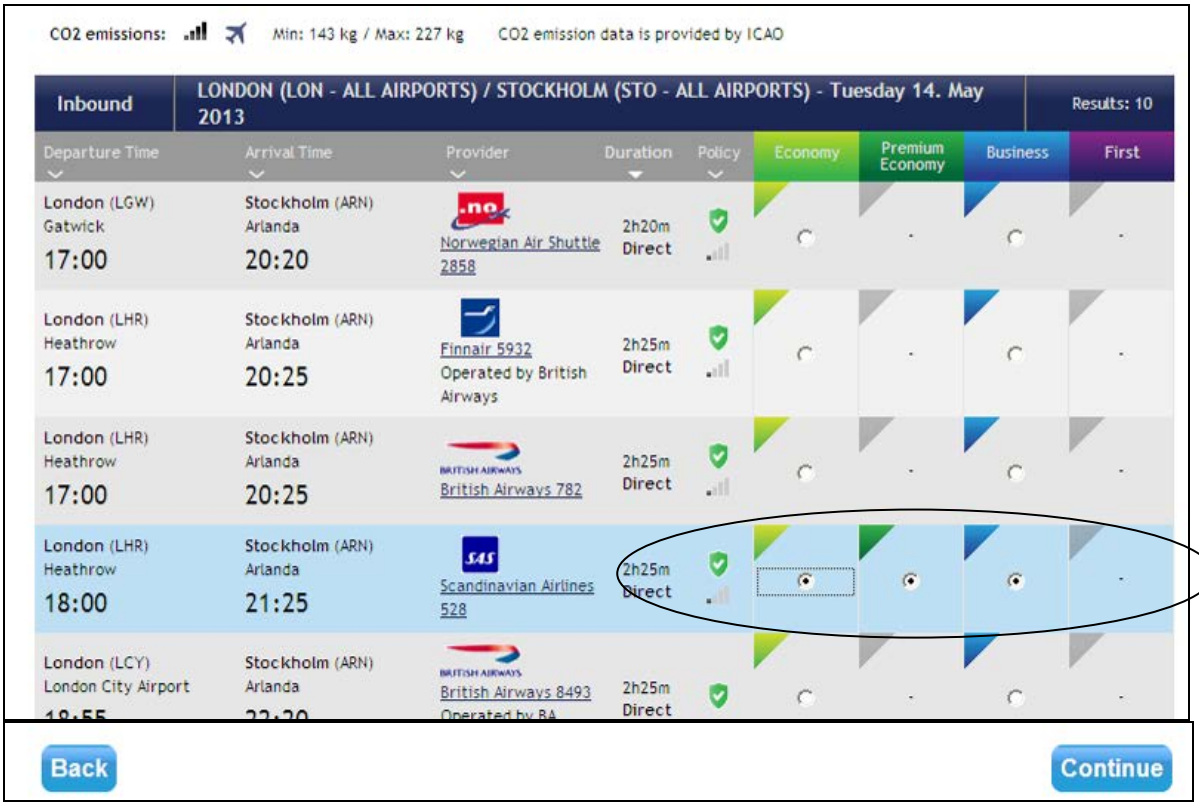

Modify Search
From *
STO
To *
LON
Outbound
Mon, May 13, 2013
07:00
Inbound
Tue, May 14, 2013
17:00
Direct and/or non-stop only
Time window (hours)
2
More options
Search
View all details / Hide all details
Outbound
Stockholm (STO - All airports) / London (LON - All airports)
Monday 13. May 2013
Too many results ? Apply filters
Showing 20 out of 20 results
Departure Time
Arrival Time
Provider
Duration
Economy
Eco-Flex
Business
Stockholm (ARN) Arlanda 07:35
London (LHR) Heathrow 09:15
British Airways 771
2h40m Direct
Lowest 574 SEK
1642 SEK
Lowest 2058 SEK
View details
Stockholm (ARN) Arlanda 07:30
London (LCY) London City Airport 09:00
British Airways 8490
2h30m Direct
659 SEK
1642 SEK
Lowest 2058 SEK
View details
BA CityFlyer operates flight BA 8490.
Stockholm (ARN) Arlanda 07:55
London (LHR) Heathrow 09:35
Scandinavian Airlines 525
2h40m Direct
669 SEK
1847 SEK
2394 SEK
View details
Stockholm (ARN) Arlanda 07:05
London (LGW) Gatwick 08:40
Norwegian Air Shuttle 2849
2h35m Direct
704 SEK
Lowest 1619 SEK
View details
Stockholm (ARN) Arlanda
London (LHR) Heathrow
2h40m
728
2204
2821


Inbound
London (LON - All airports) / Stockholm (STO - All airports)
Tuesday 14. May 2013
Too many results ? Apply filters
Showing 24 out of 24 results
Departure Time
Arrival Time
Provider
Duration
Economy
Eco-Flex
Business
London (LGW) Gatwick 17:00
Stockholm (ARN) Arlanda 20:20
Norwegian Air Shuttle 2858
2h20m Direct
Lowest 669 SEK
Lowest 2683 SEK
View details
London (LGW) Gatwick 16:30
Stockholm (ARN) Arlanda 20:15
Flexflight 2003
2h45m Direct
737 SEK
6372 SEK
View details
London (LHR) Heathrow 18:00
Stockholm (ARN) Arlanda 21:25
Scandinavian Airlines 528
2h25m Direct
809 SEK
3569 SEK
Lowest 4334 SEK
View details

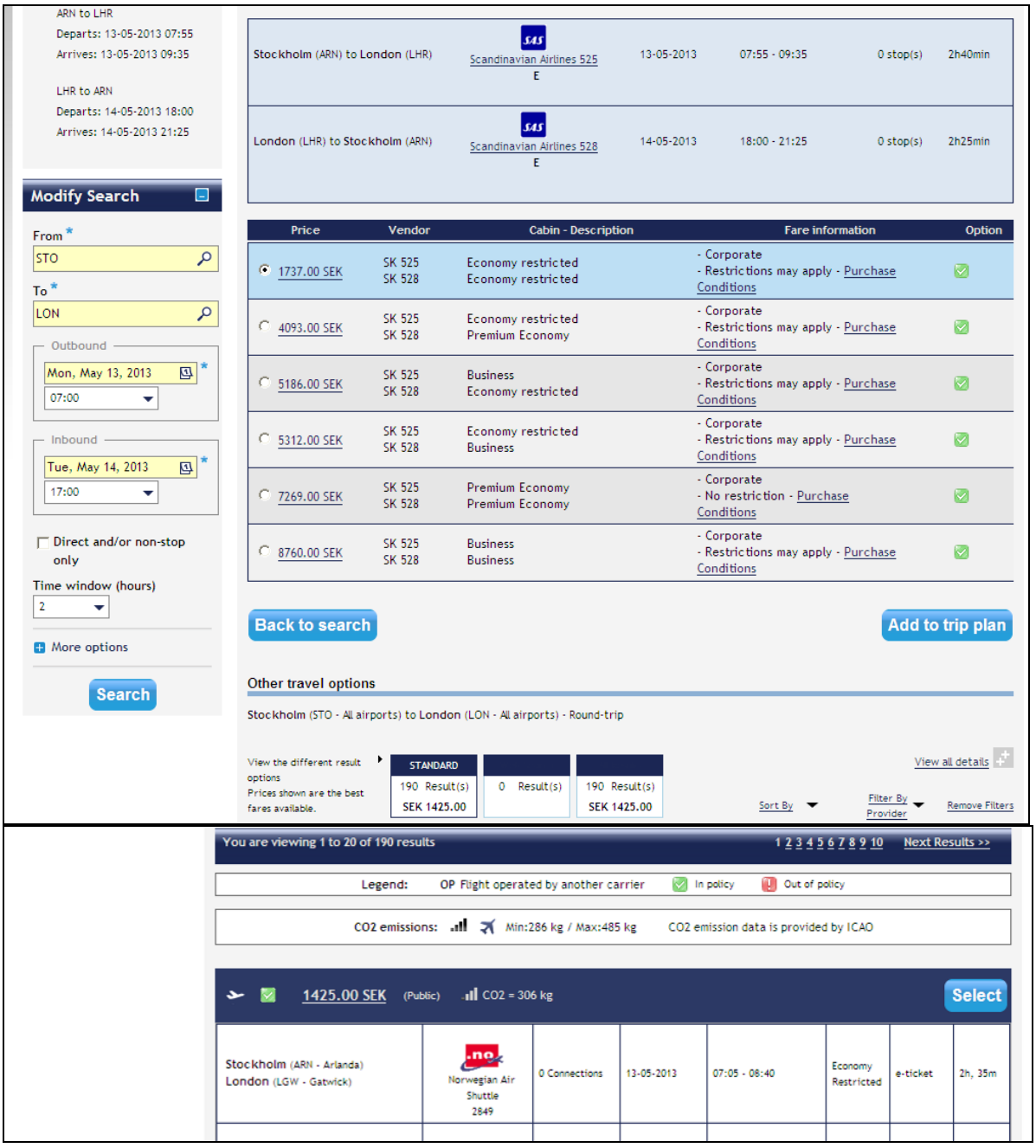



- Choose time and price for the out and inbound travel.
- The price that is shown in the table is based on one-way and/or half roundtrip fares. This makes it possible to make a combination between different suppliers. The price can change and be recalculated depending on your choices. The exact amount for each leg and the total price for your choices can be viewed in ”My Selection” at the end of the screen.
- If your company have corporate fares this will be shown next to the price with the symbol:
- When you have made your choices and viewed the price, click on: “Continue”.

In the example on the next page a trip is searched for by using: “Search by Schedule”

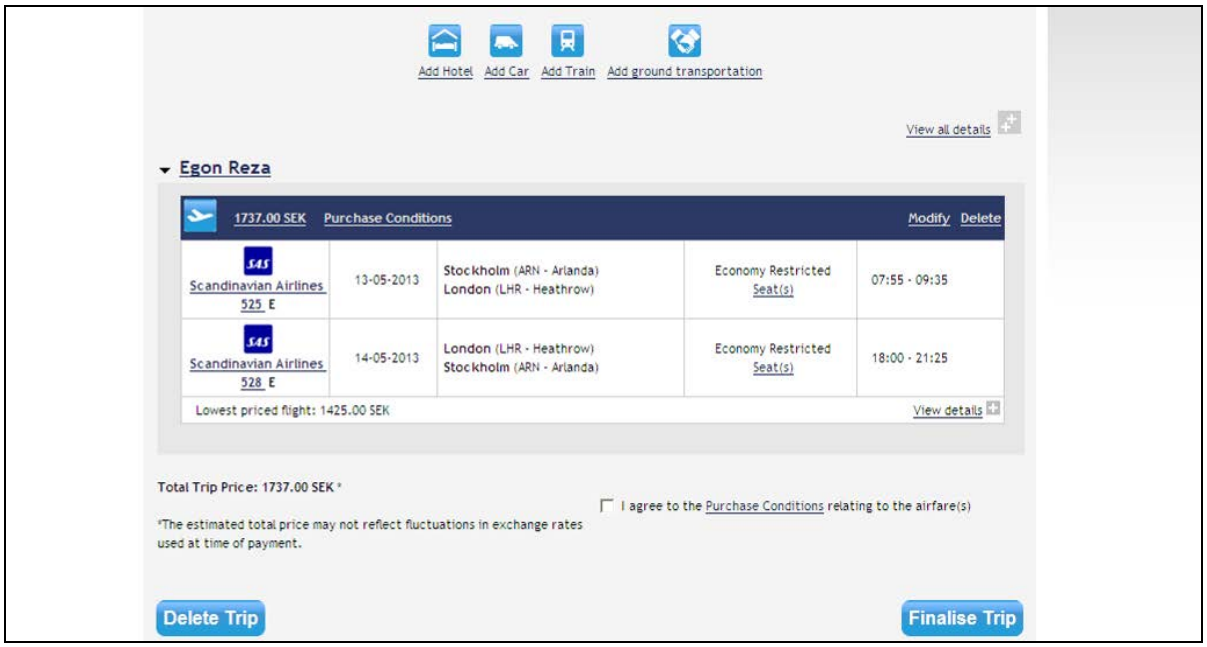



- Choose suitable time of outbound and inbound travel.
- Click “Continue” at the bottom of the page.

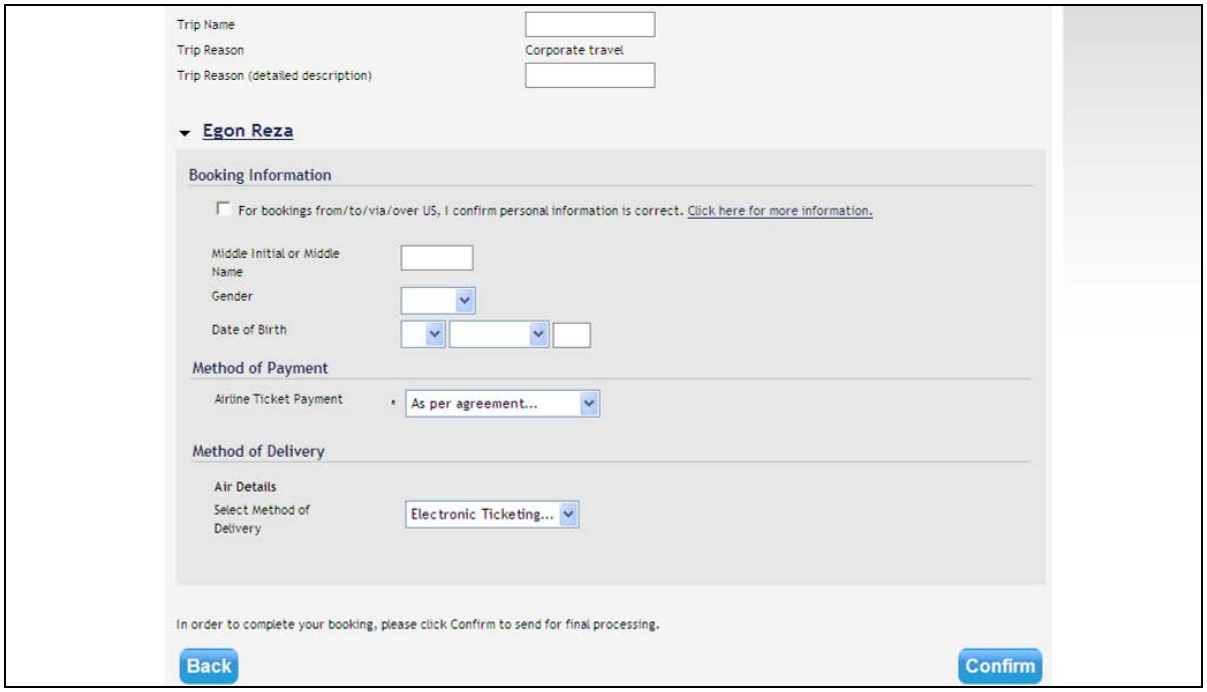



- On top of the picture the prices for the chosen timetable is presented. If your company has corporate fares these can also be presented.
- To see the conditions (such as rebooking or cancellations) of the selected price, click on “Purchase Conditions”.
- Below the chosen time table “Other Travel Options” will be shown if there are any.
- You can filter other options by e.g.: price, time of departure and airlines.
- ”Other travel options” also include ”Web Search” where you can find LCC flights if any available.
- When you have made your choice click on ”Add to trip plan” or click ”Select”.
- If you are not happy about the fare and time table you can click on ”Back to Search” and then make a new search.
- If you Only wish to change the date of travel this can easily be done with:”Modify Search” to the left on your screen.

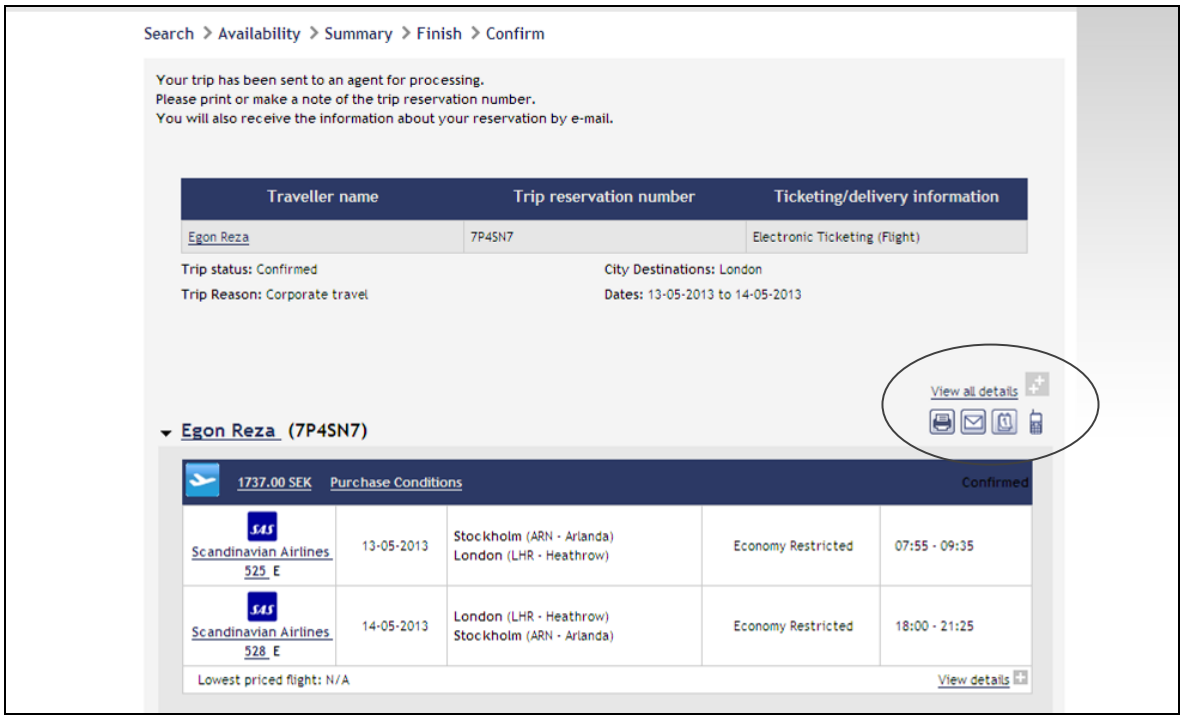
In the following example a summary is presented. This summary will look the same whether you made the search through time table or by fare.




- Before you can finalize your reservation you have to accept the purchase conditions according to the chosen airfare.
- The link Purchase Conditions will show you the conditions for the chosen airfare. Read them through and then tick the box to agree.
- If you then wish to add e.g. a hotel stay use the links above: Add Hotel, Add Car, Add Train, Add Groundtransportation or whichever choice is available. That will then be added on to your reservation.
- Then click: ”Finalize Trip”.



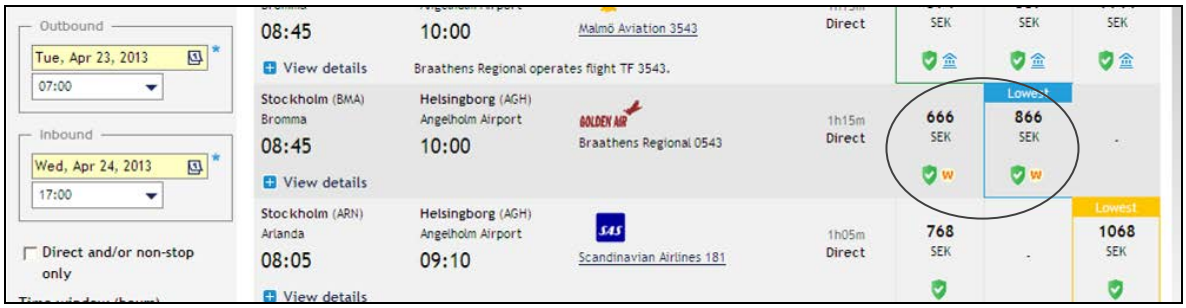

- On this page you fill out (if needed) company related information such as: cost centre, project etc.
- The last step is to confirm your reservation by clicking on the ”Confirm” button.




- Now your trip is confirmed.
- You can print your confirmation in either of these following ways:

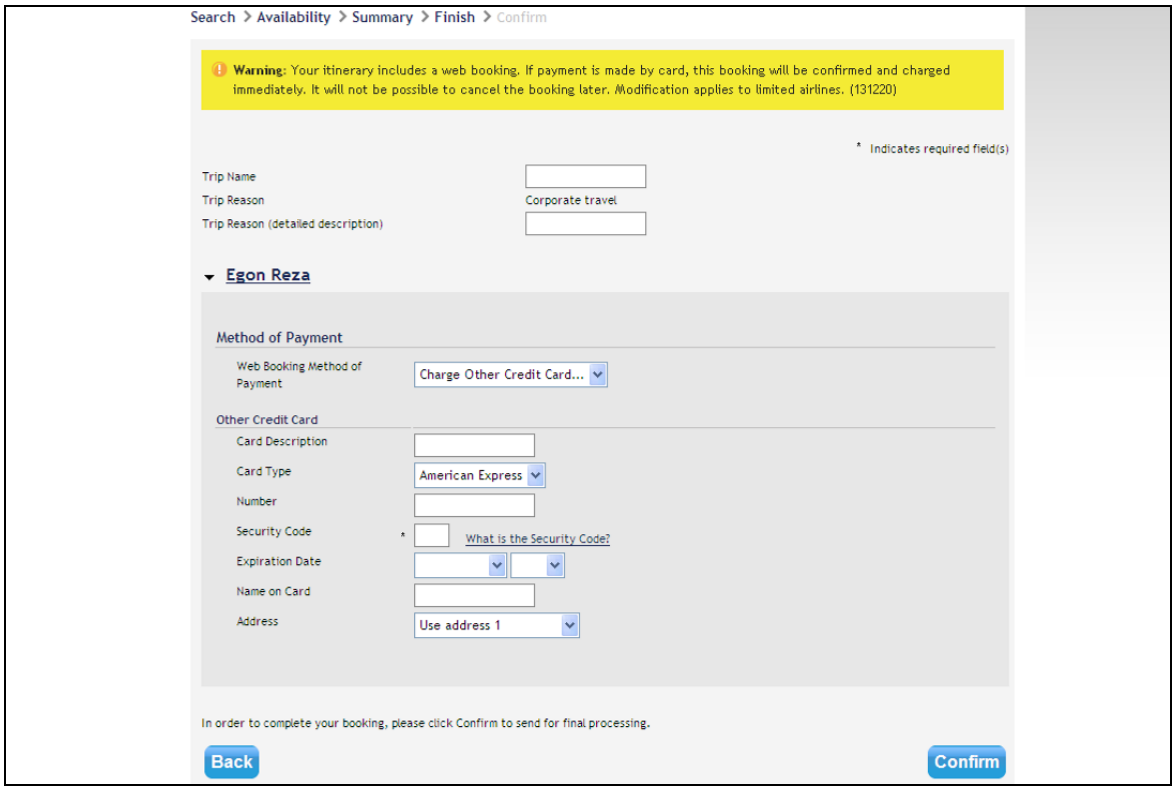
1. On paper
2. Send by e-mail
3. Attach to your calendar in e.g. Outlook.
4. Send by sms.

## 2.4 HOW TO MAKE A WEB SEARCH"LOW COST CARRIERS"




- By searching for flights using "Search by fare" you can book a flight with a low cost carrier. These are marked with: W next to the presented fare.
- Select fare by ticking the box next to it.

**Note!** When booking a Low cost carrier payment must done at the same time as the reservation. Credit card is required as form of payment and a security code has to be entered. The security code/CVV-code has to be entered manually each time a reservation of this kind has been made. This is a protection against fraud and also helps to confirm that the transaction is being done by the card holder.


Search > Availability > Summary > Finish > Confirm
Warning: Your itinerary includes a web booking. If payment is made by card, this booking will be confirmed and charged immediately. It will not be possible to cancel the booking later. Modification applies to limited airlines. (131220)
* Indicates required field(s)
Trip Name
Trip Reason
Corporate travel
Trip Reason (detailed description)
Egon Reza
Method of Payment
Web Booking Method of Payment
Charge Other Credit Card...
Other Credit Card
Card Description
Card Type
American Express
Number
Security Code
What is the Security Code?
Expiration Date
Name on Card
Address
Use address 1
In order to complete your booking, please click Confirm to send for final processing.
Back
Confirm

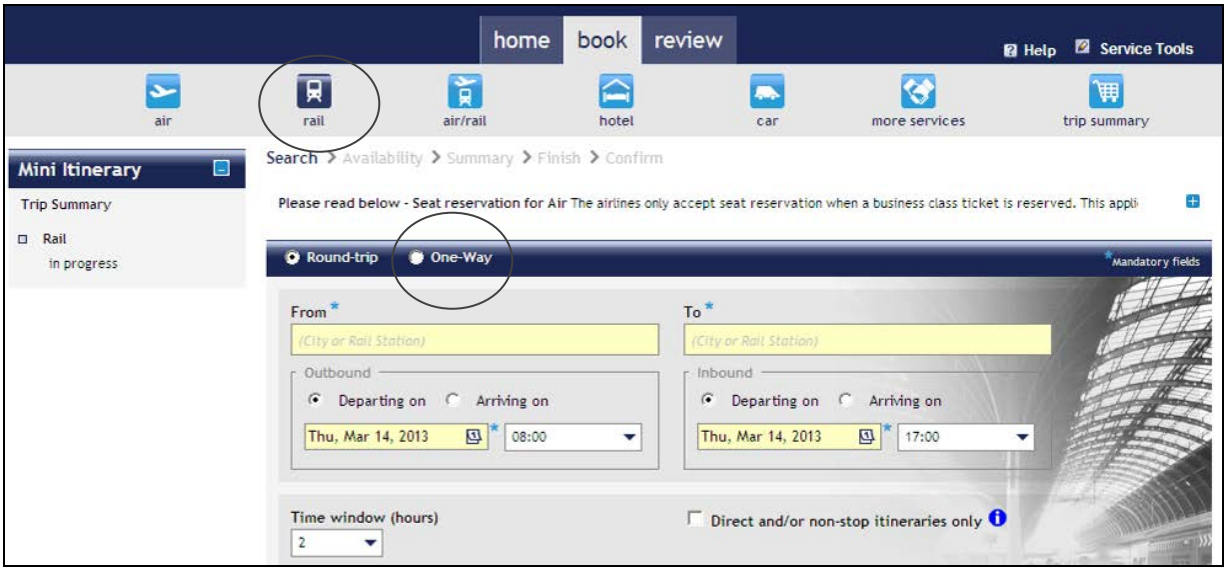
- A credit card can be added to your traveller profile and used as default or as the above example is showing, by entering a credit card manually every time a reservation is being made.
- Fill out the payment details and click "Confirm".
- The delivery method is ticketless, as you travel with your reservation number and a valid identification card to be shown when checking in.

Limitations when making a reservation with a Low cost carrier:

1. You can not add a reservation to an already confirmed one.
2. If you wish to change your reservation this has to be done directly with the low cost carrier through their own website, or you have to contact us at Ticket Corporate.
3. Your reservation for a low cost carrier can not be used as a template for future reservations.

## 2.5 HOW TO MAKE A TRAIN RESERVATION

To make a trainbooking (domestic Sweden) through Book tab, click on the symbol rail on top of the page.
If you wish to make a one-way reservation, make the choice on the same page.

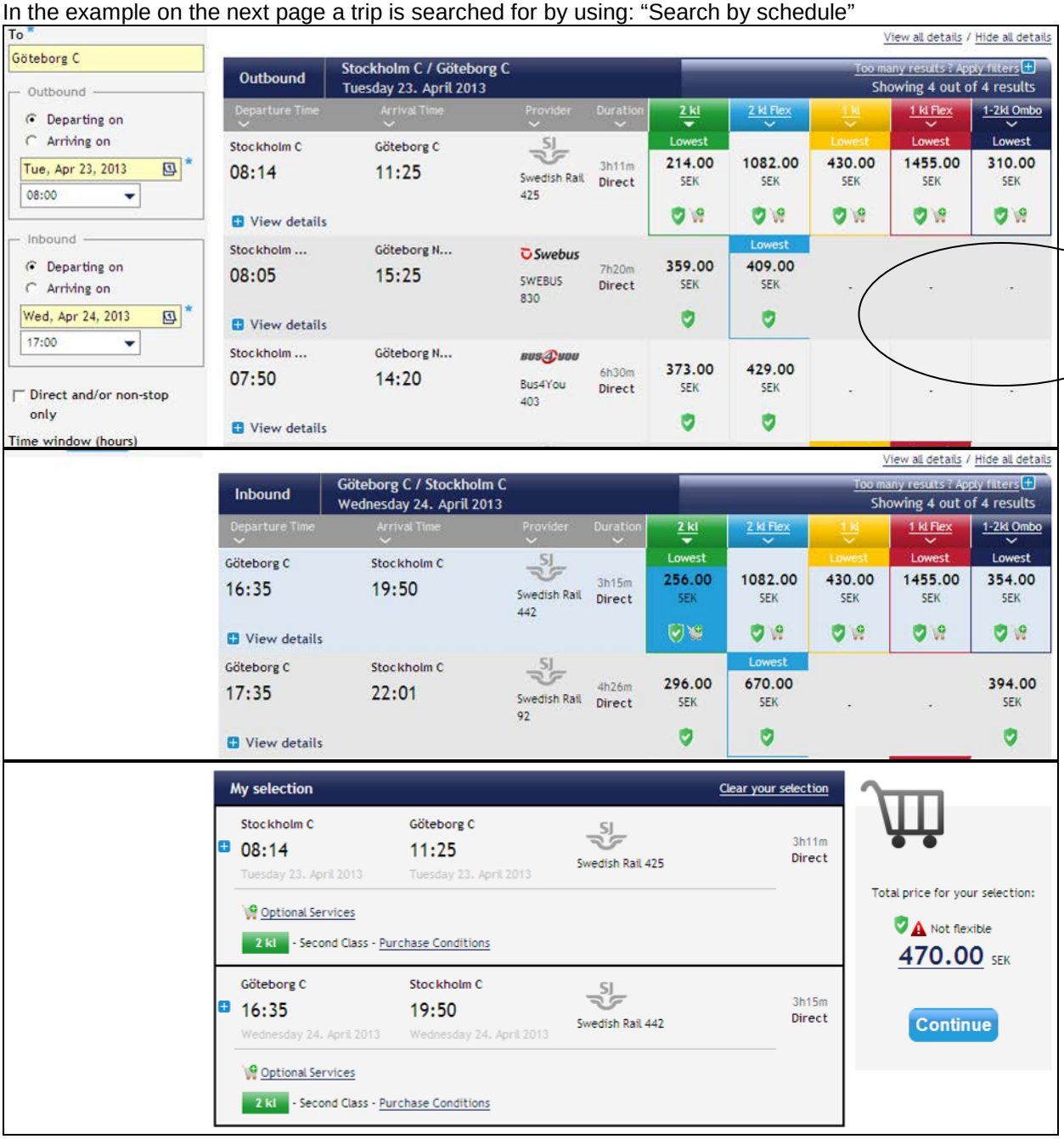



- Fill out destination ”From” and ”To”.
- Choose date for outbound and inbound. Use the drop-down list or the calendar.
- Fill out time for departure and return.
- Click on Search by schedule or Search by fare.
- To book night train you have to use Search by schedule.

In the example on the next page a trip is searched for by using “Search by fare”:

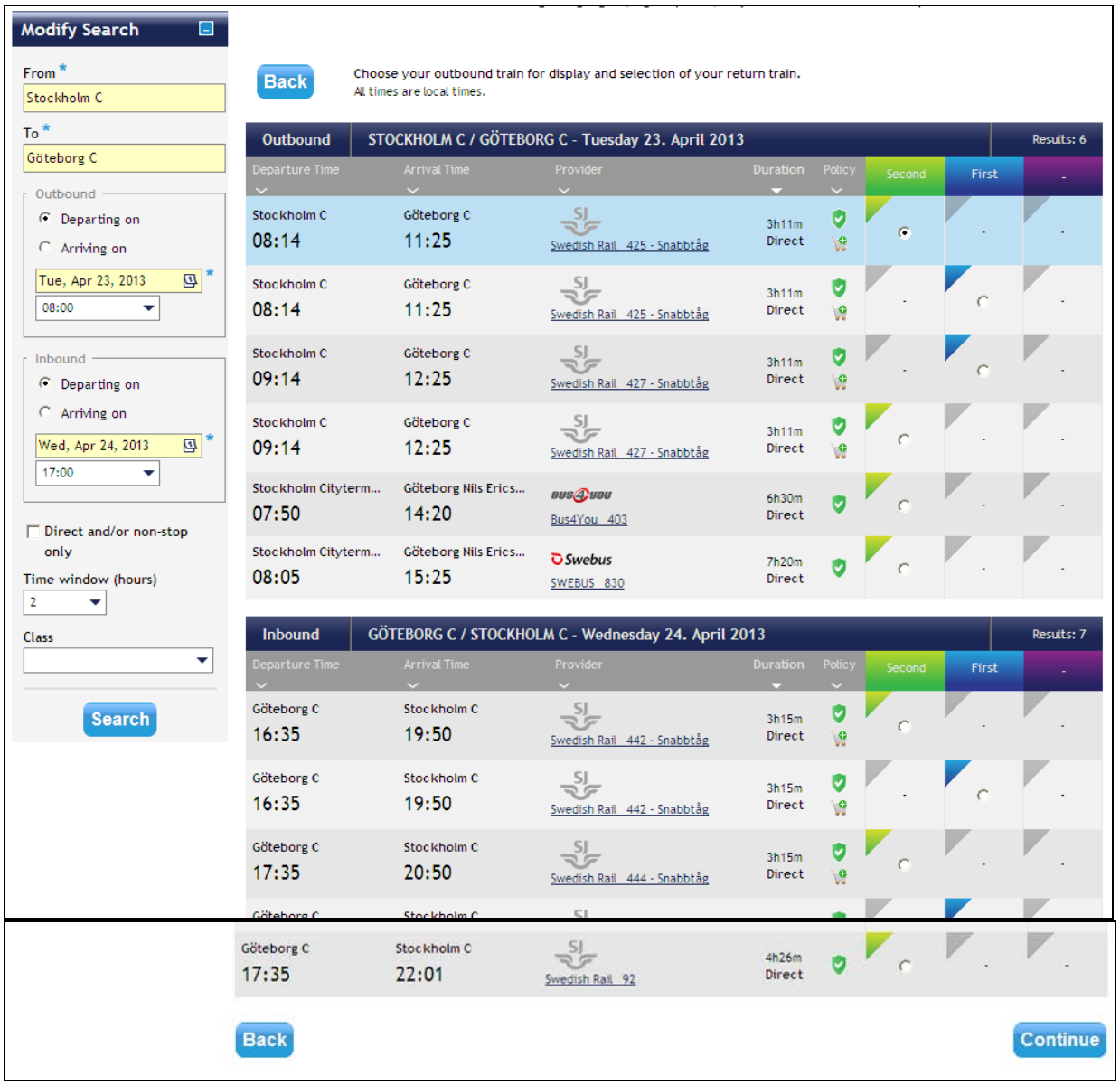
- Choose time and price for the out and inbound travel.
- In Your Selection at the bottom of the page you can view the total price, then click Add to trip plan.
- If you need to change dates use Modify Search in the picture to the left .

In the example on the next page a trip is searched for by using: “Search by schedule”

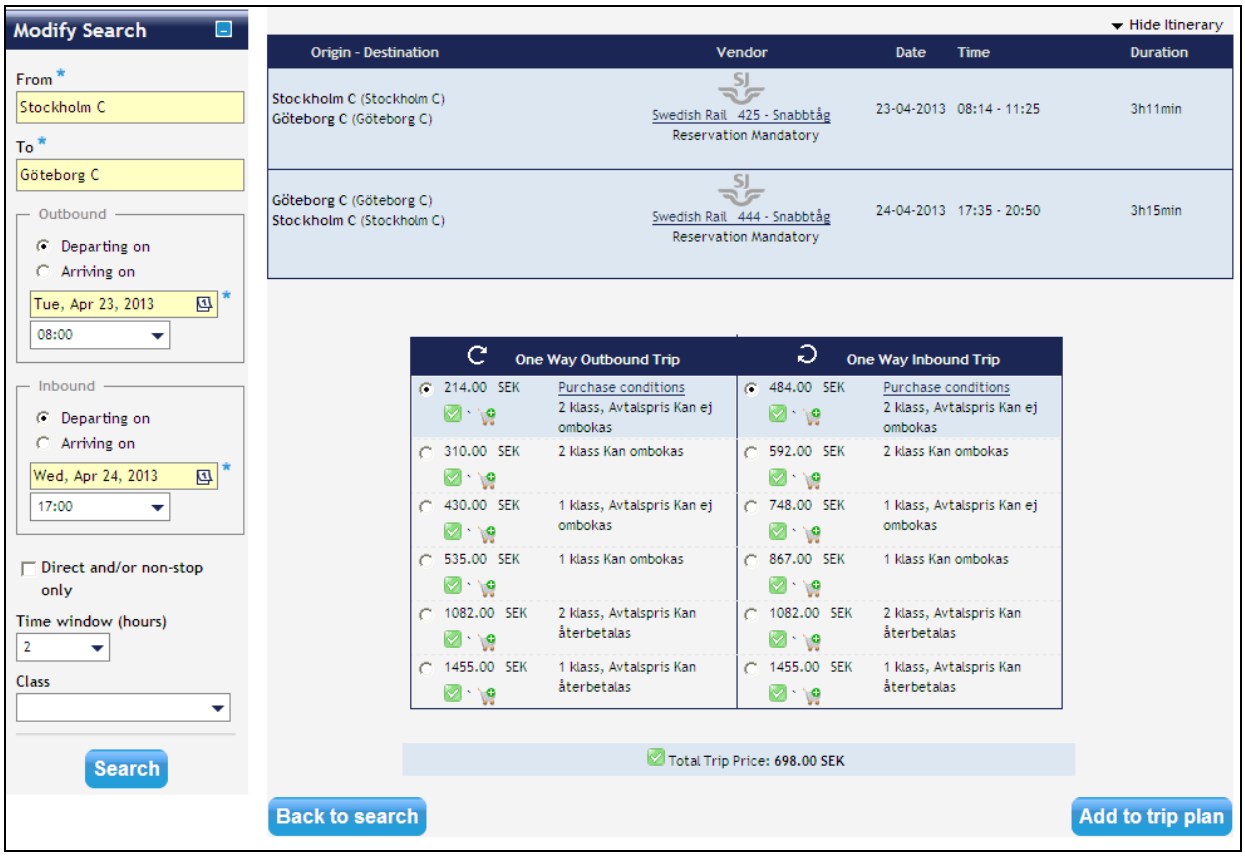



- Choose time and price for the out and inbound travel.
- In Your Selection at the bottom of the page you can view the total price, then click Continue.
- If you need to change dates use Modify Search in the picture to the left .

In the example on the next page a trip is searched for by using: “Search by schedule”

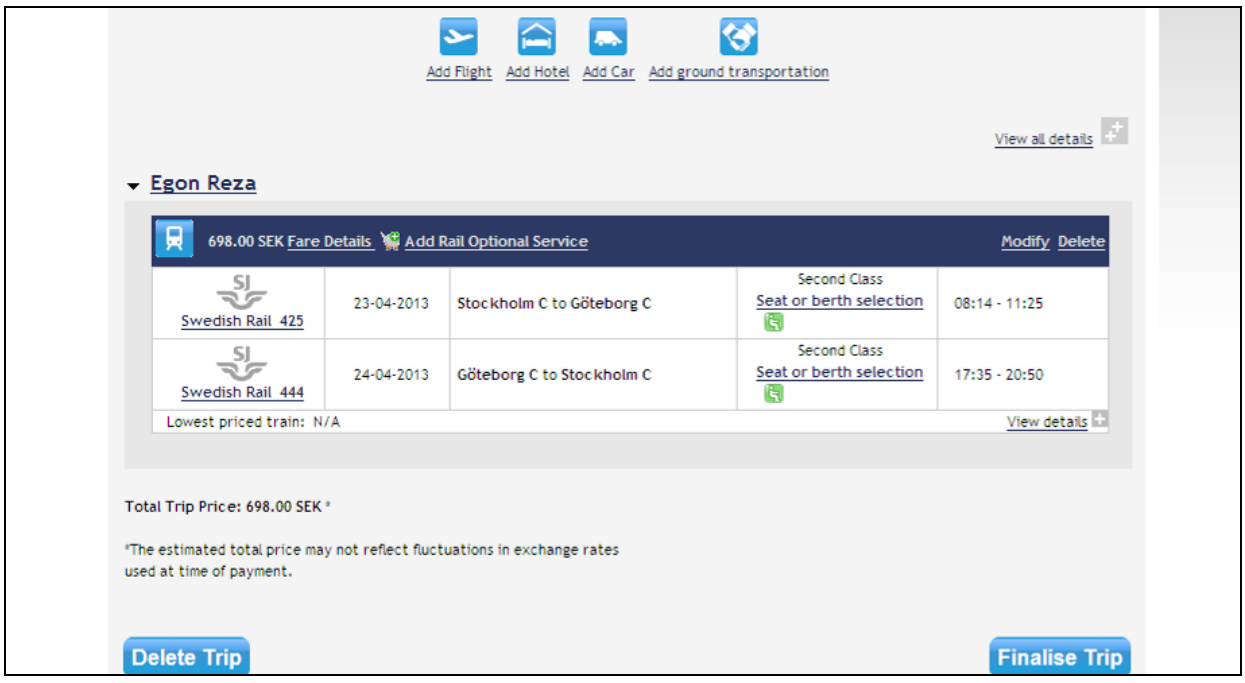


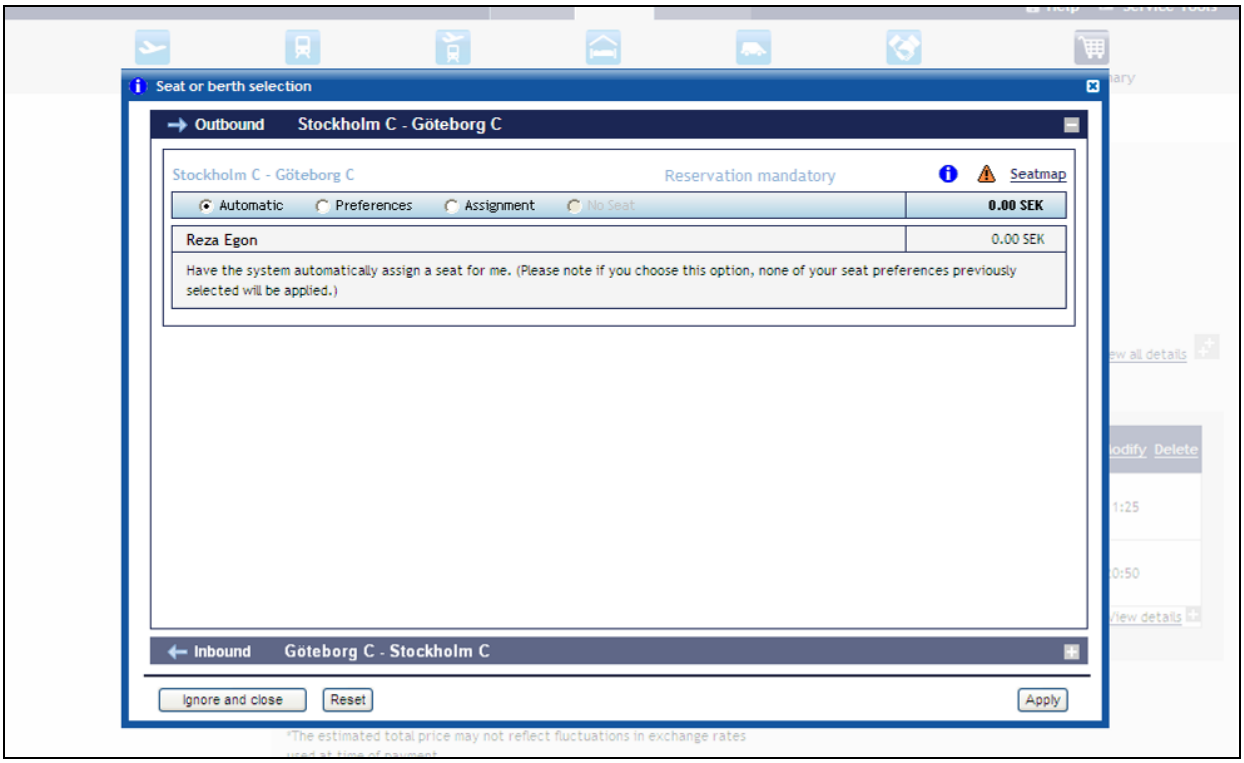

- Choose suitable time of outbound and inbound travel.
- If you need to change dates this can be made in Modify Search to the left.
- Click on ”Continue” at the bottom of the page.



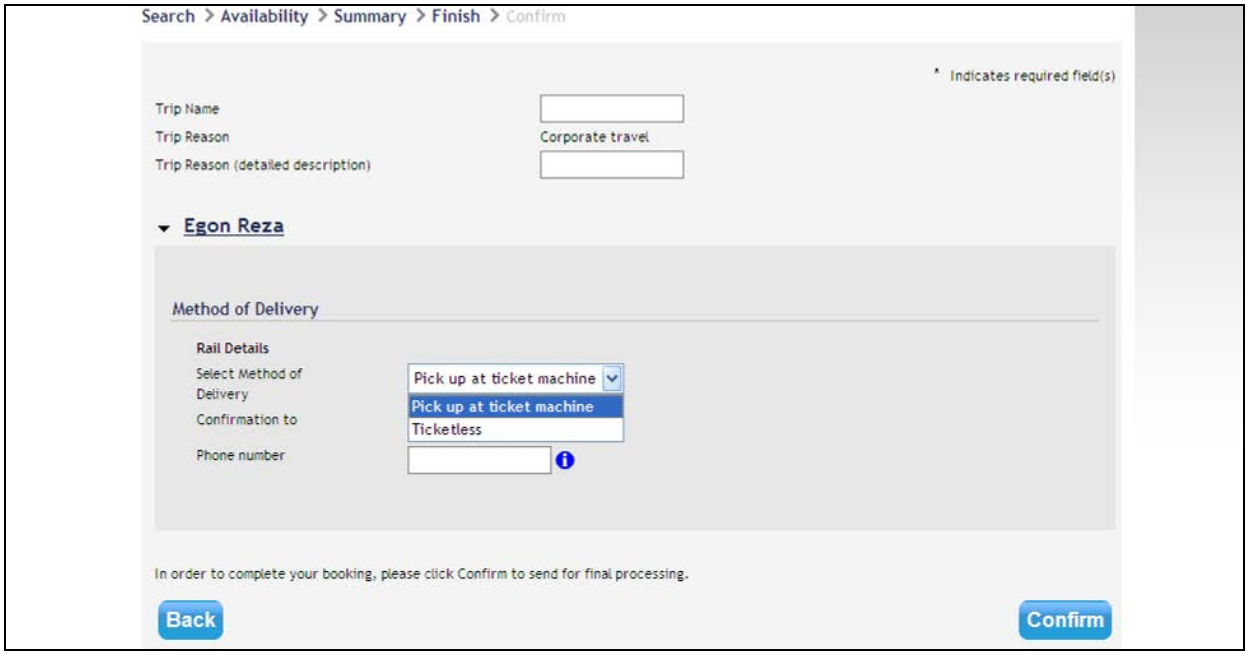

- The price is presented in two columns, one per way. If your company have negotioated fares these will also be presented.
- In the link: Purchase conditions, you can find the information regarding your price. This link can be clicked on after selecting the fare.
- Select fare and click Add to trip plan.

In the following example a summary is presented. This summary will look the same whether you made the search through time table or by fare.

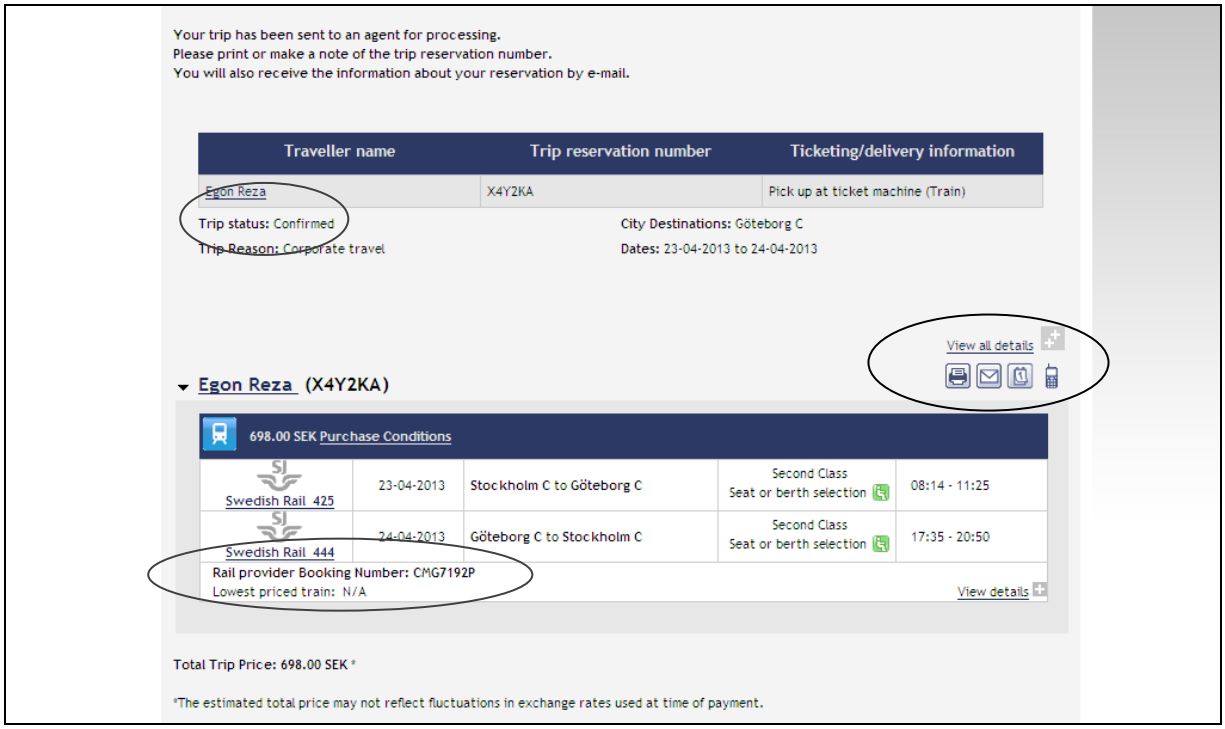





- Through the link: Seat or berth selection you can select seat preference such as Position, Area and Place and also select to sit next to a specific person. (If no selection is made the seat will be selected for you).
- When you have made your selection click ”Apply” and then click ”Finalise Trip” to go on with your reservation.
- If you the wish to add e.g. a hotel stay use the links above: Add Hotel, Add Car, Add flight eller Add Service or whichever choice is available. That will then be added on to your reservation.
- On this page you will find a Summary of your reservation. Make sure that the reservation is correct, then click ”Finalize trip”.



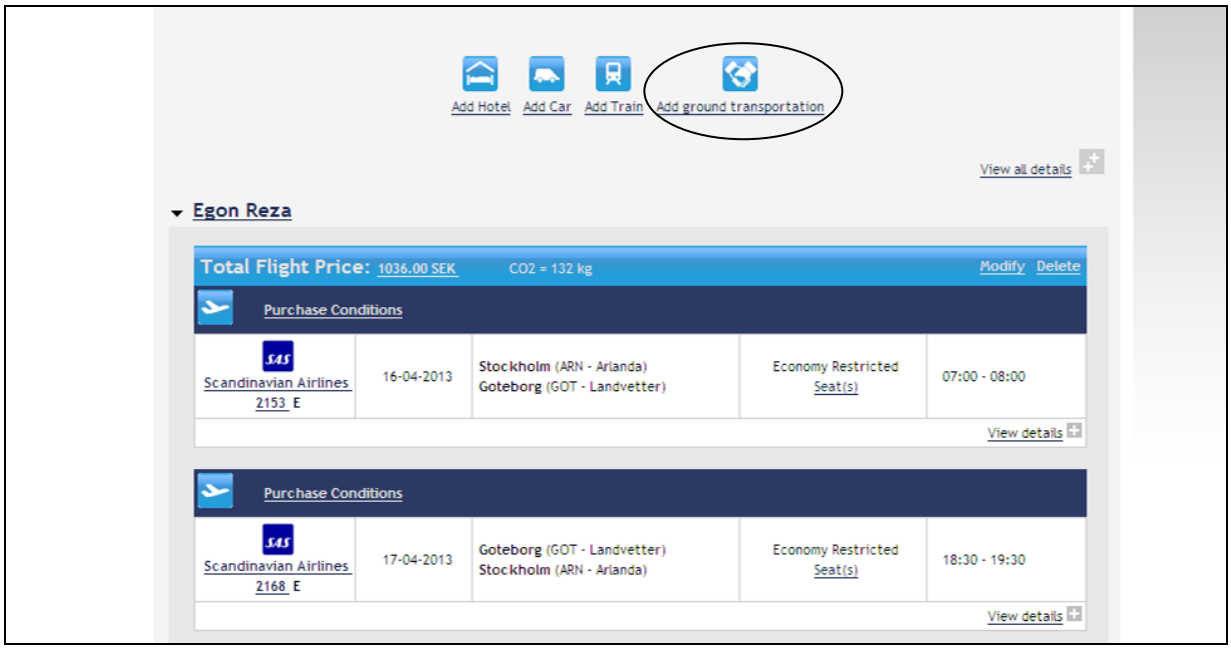

- On this page you fill out (if needed) company related information such as: cost center, project etc.
- Select method of Delivery: Pick up at ticket machine/Ticketless.
- If you have a SJ Prio/Yearcard in your profile, this will automatically be added to the reservation. To travel ticketless with your SJ Prio/Yearcard, select Ticketless
- Would you like to travel with a Mobile Phone ticket or e-ticket you select Ticketless and then fill out your mobile phone number or email address.
- The last step is to confirm your reservation by clicking on the ”Confirm” button.


Your trip has been sent to an agent for processing.
Please print or make a note of the trip reservation number.
You will also receive the information about your reservation by e-mail.
Traveller name
Trip reservation number
Ticketing/delivery information
Egon Reza
X4Y2KA
Pick up at ticket machine (Train)
Trip status: Confirmed
Trip Reason: Corporate travel
City Destinations: Göteborg C
Dates: 23-04-2013 to 24-04-2013
View all details
Egon Reza (X4Y2KA)
698.00 SEK Purchase Conditions
Swedish Rail 425
23-04-2013
Stockholm C to Göteborg C
Second Class
Seat or berth selection
08:14 - 11:25
Swedish Rail 444
24-04-2013
Göteborg C to Stockholm C
Second Class
Seat or berth selection
17:35 - 20:50
Rail provider Booking Number: CMG7192P
Lowest priced train: N/A
View details
Total Trip Price: 698.00 SEK *
*The estimated total price may not reflect fluctuations in exchange rates used at time of payment.

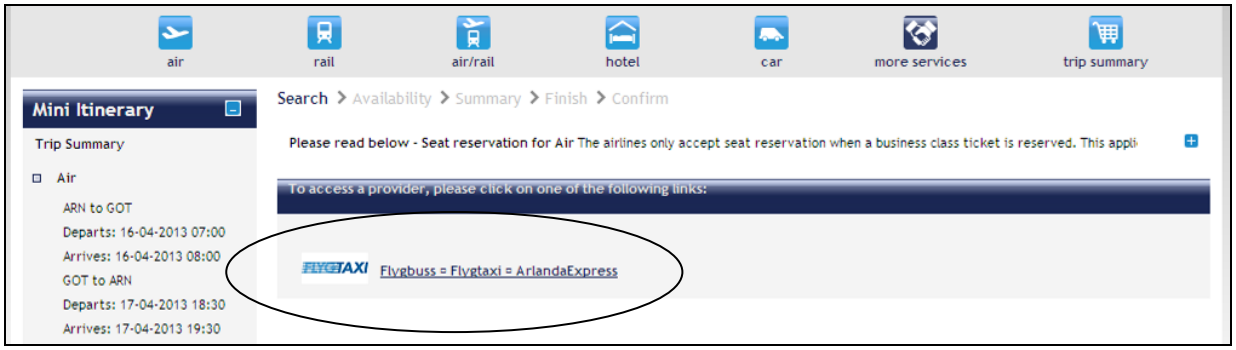
- Your trip is now confirmed.
- You can print your confirmation in either of these following ways:
  1. On paper
  2. Send by e-mail
  3. Attach to your calendar in e.g. Outlook (15sek) (if accessible)
  4. Send by sms (15sek/sms) (if accessible)
- If you travel ticketless and wishes to receive an itinerary by sms, click on the mobile phone symbol.
- Booking number for rail can be seen on the bottom left side.

## 2.6 HOW TO BOOK GROUND TRANSPORTATION

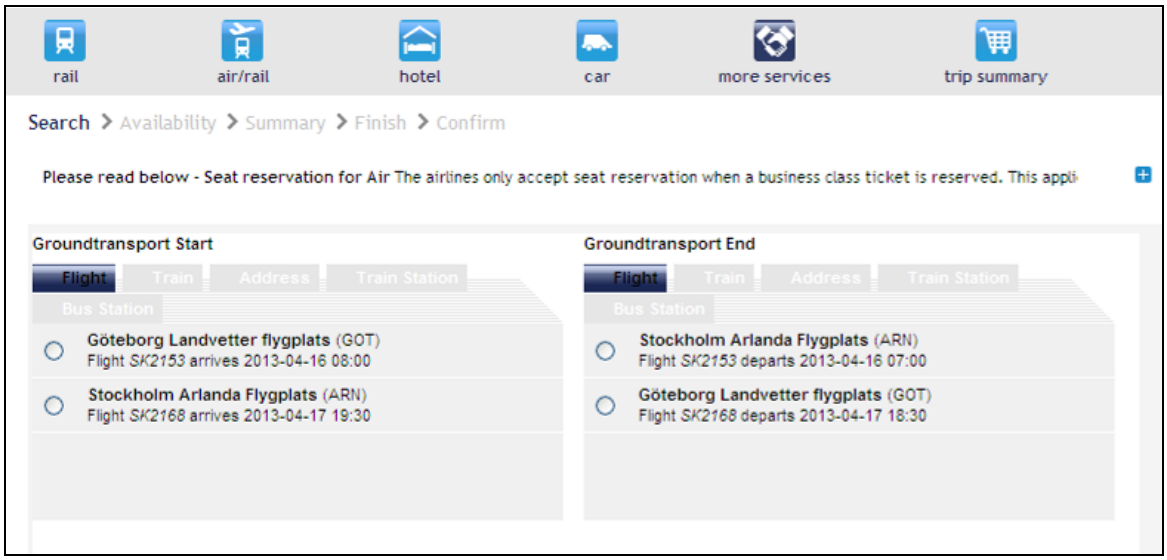
In connection with an Air or Rail reservation, ground transportation such as Taxi/Airport bus/Arlanda Express can be booked.




- Start the Air or Rail reservation and then click Add Service from the Summary page.


air
rail
air/rail
hotel
car
more services
trip summary
Mini Itinerary
Trip Summary
Air
ARN to GOT
Departs: 16-04-2013 07:00
Arrives: 16-04-2013 08:00
GOT to ARN
Departs: 17-04-2013 18:30
Arrives: 17-04-2013 19:30
Search > Availability > Summary > Finish > Confirm
Please read below - Seat reservation for Air The airlines only accept seat reservation when a business class ticket is reserved. This appli
To access a provider, please click on one of the following links:
FLYGTAXI Flygbuss = Flygtaxi = ArlandaExpress

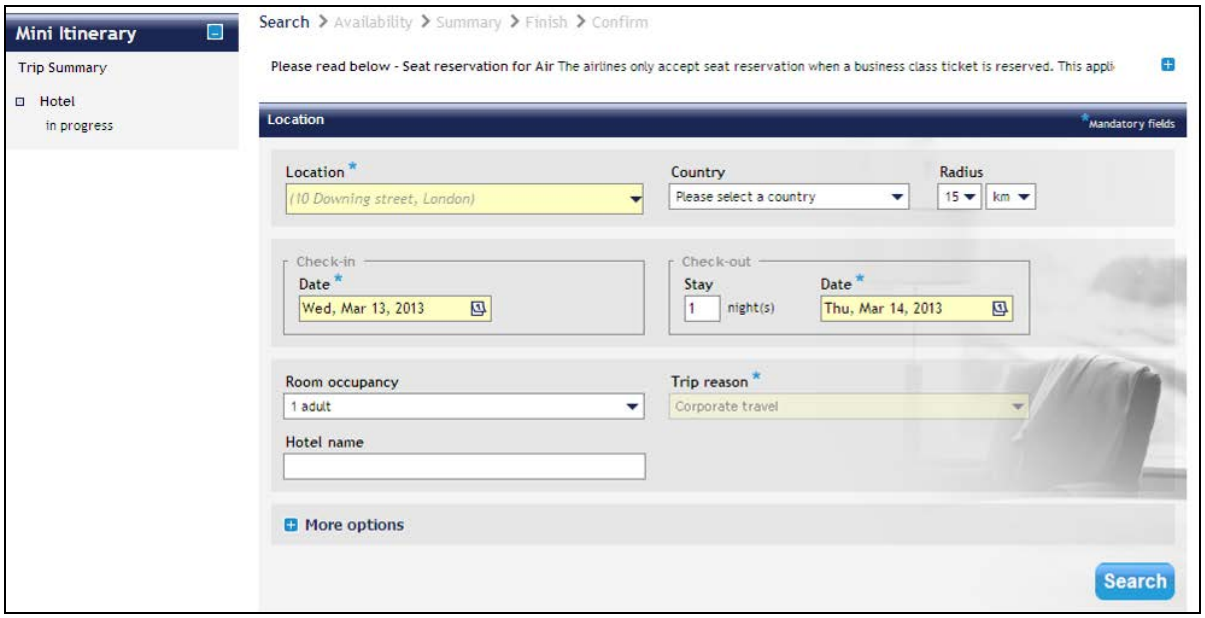
- Click on the headline: Flygbuss/Flygtaxi/ArlandaExpress .



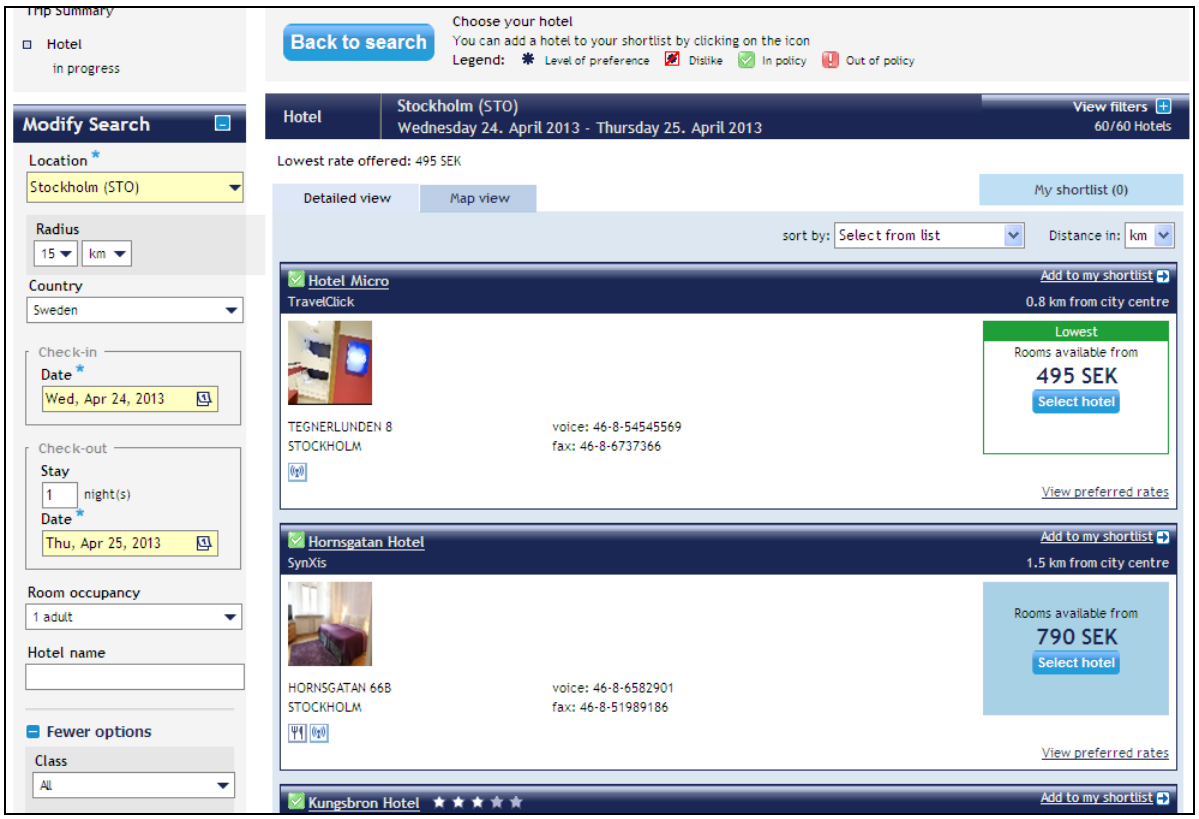

- In the next step choose whether you wanna travel to or from the airport or railstation. After you made your choice enter the address you are travelling to/from. If you wish to travel with Arlanda Express click on the headline: Train Station and enter a creditcard number as a ticketless way of travel. If you wish to travel with Airport Bus click on the headline: Bus Station and choose Flygbuss.
- Add your selection to the itinerary and if you would like to book more ground transportations click Add Services again and make your selection.
- When you are done with your added services continue by confirming the booking as usual.

## 2.7 HOW TO MAKE A HOTEL RESERVATION

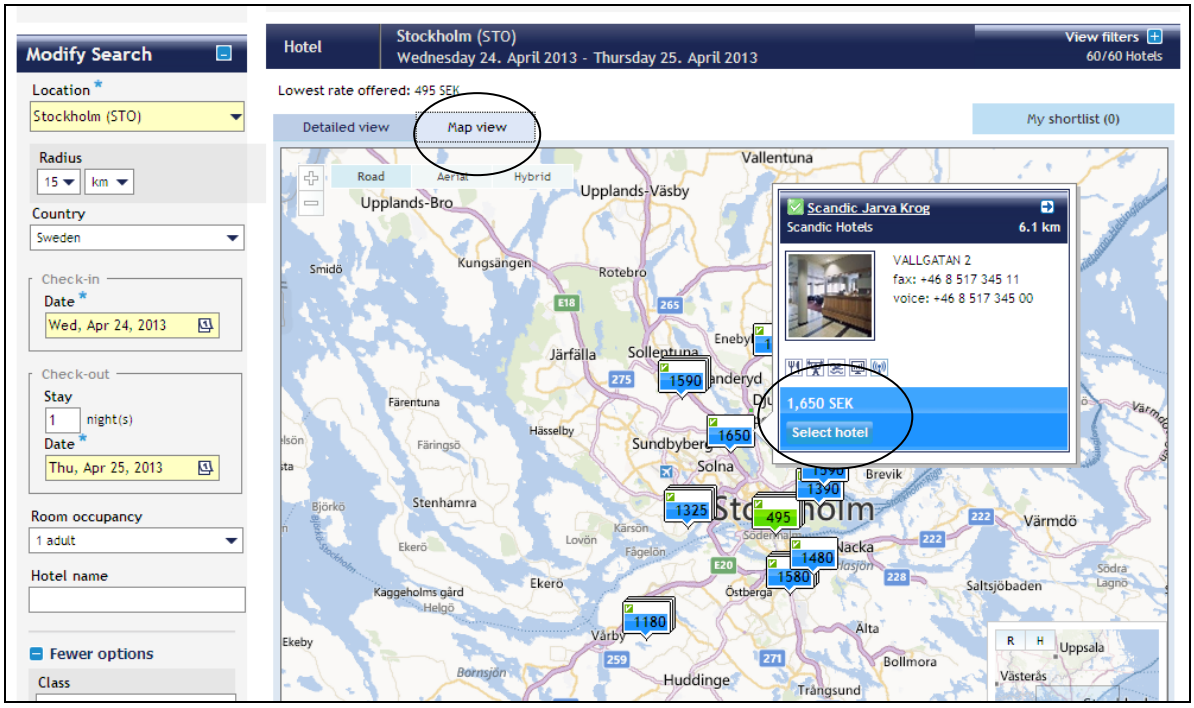
A hotel reservation can be made by the tab ”Book”. Then click on the link “Hotel”




- Fill out check-in date, location, room type. For more detailed search click on “More options”
- Click on “Search”

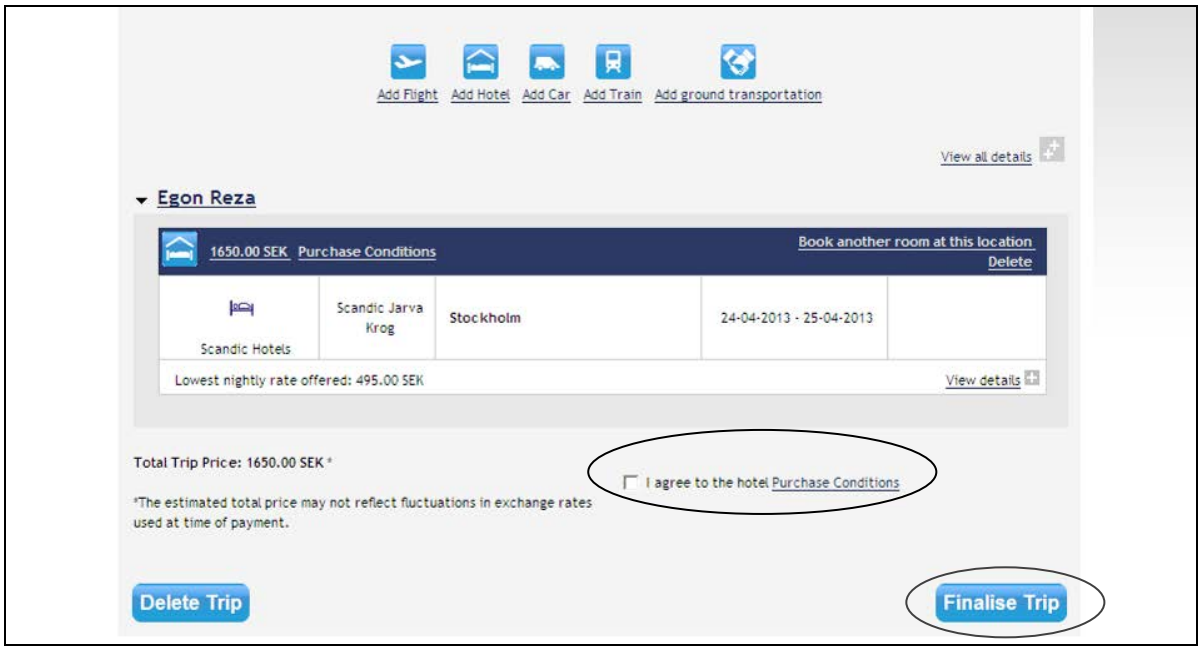



- Different alternatives are presented according to possible policy in a detailed view.

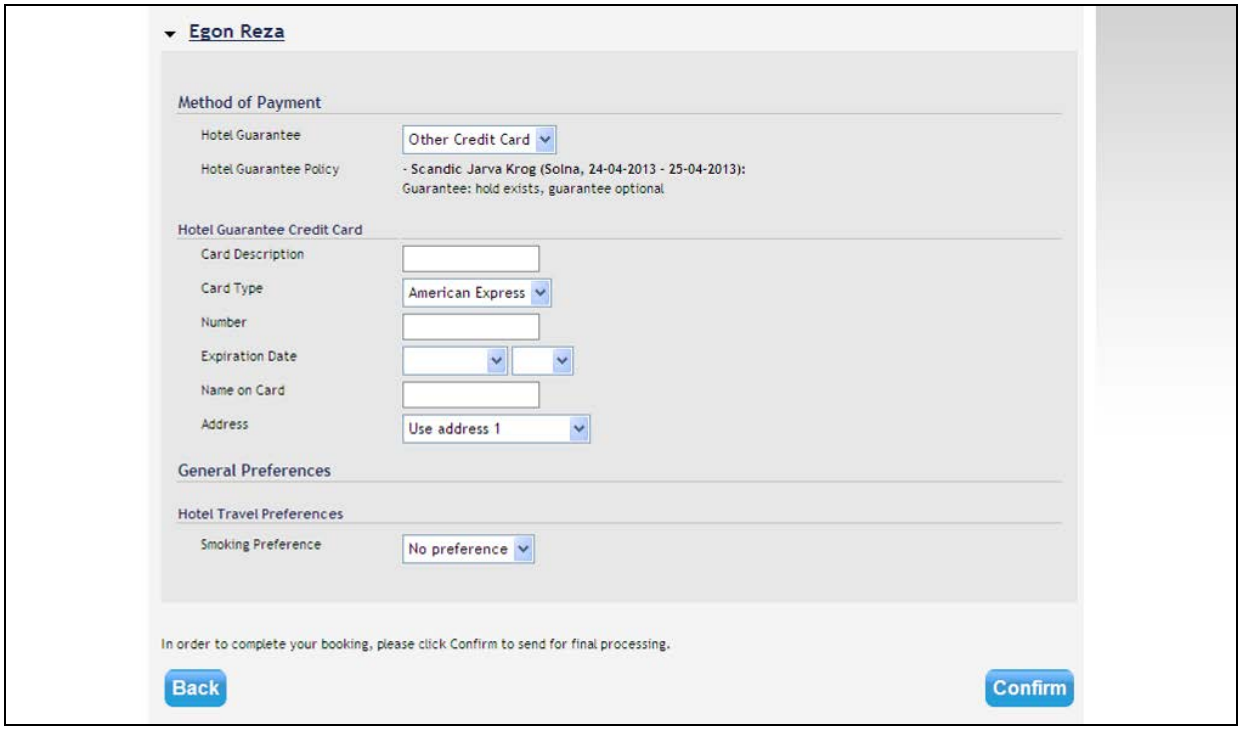



- To get search results presented on a map, click on Map view.
- You make your choice of hotel both from Detailed view and Map view by clicking on “Select hotel”.

- By clicking on “Conditions” you will find information about cancellations and refunds.
- Click on “Book” when you have made your choice.



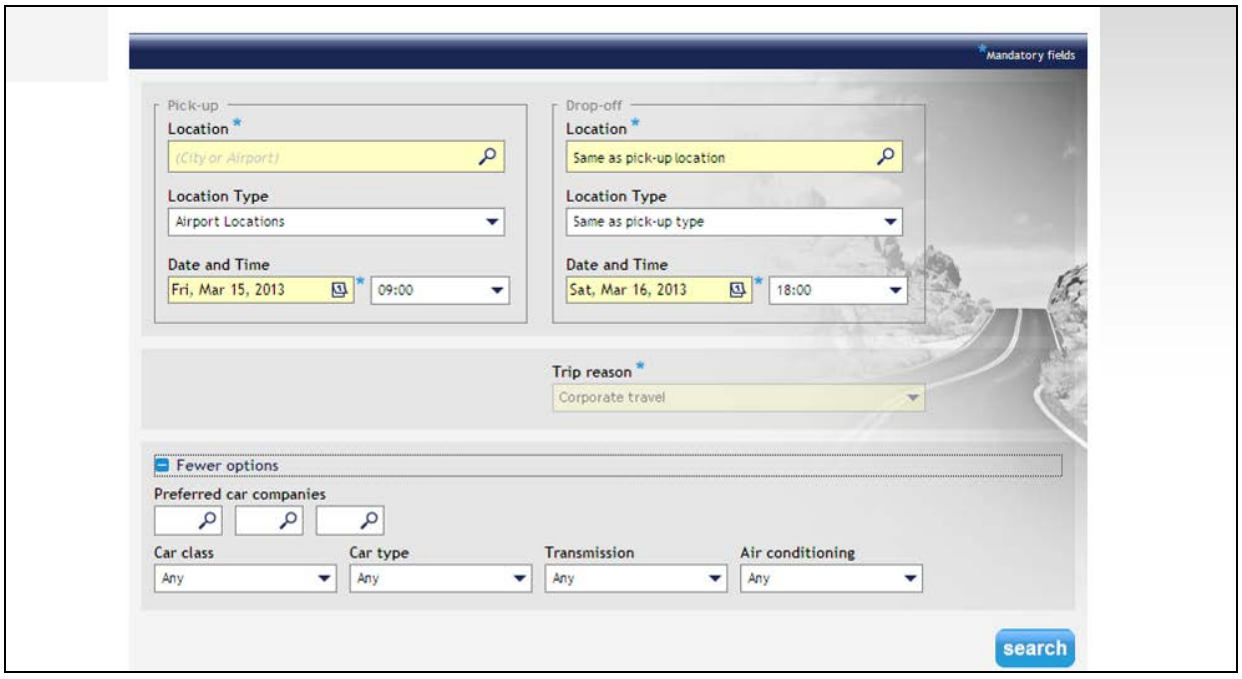

- A summary will show and you can view your reservation to see that it is correct. Agree to the hotel purchase conditions and then click ”Finalise Trip”.
- If you then wish to add e.g. a flight, use the links above: Add Flight, Add Hotel, Add Car, Add Train, Add Service (ground transportation) or whichever choice is available. That will then be added on to your reservation.



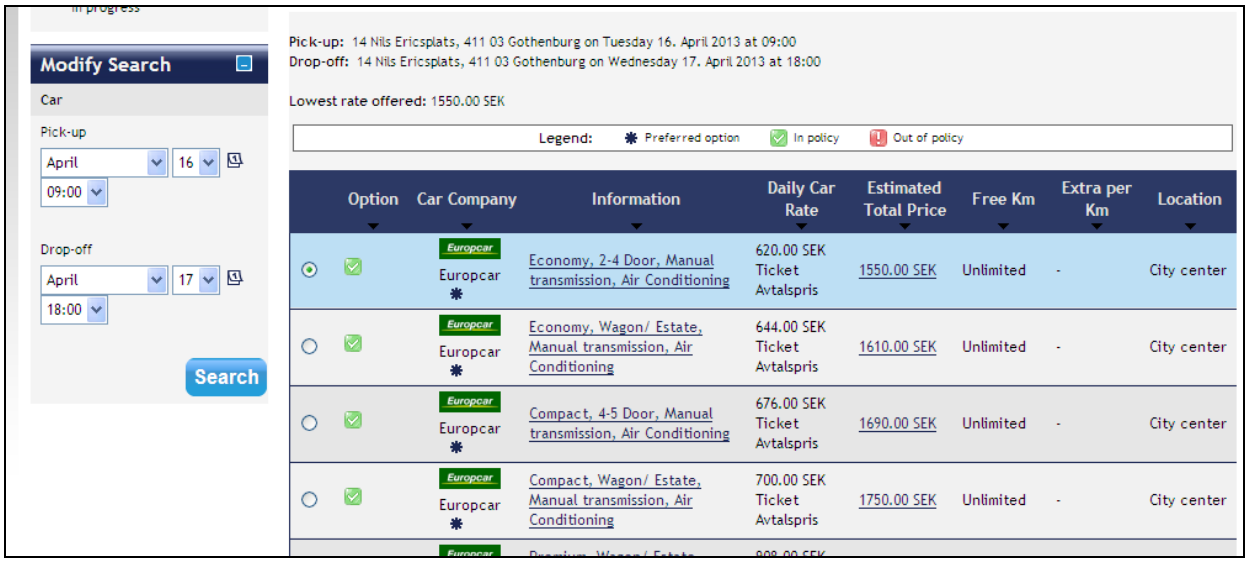

- The last step is to confirm your reservation. Do so by clicking ”Confirm”.
- If you don’t have a credit card in your user profile you will have to add this manually.
- The hotel stay will be paid on the spot, voucher is not possible.
- A request for a smoking/non-smoking room can be made.
- On this page you also fill out (if needed) company related information such as: cost centre, project etc.

## 2.8 HOW TO MAKE A CAR RESERVATION

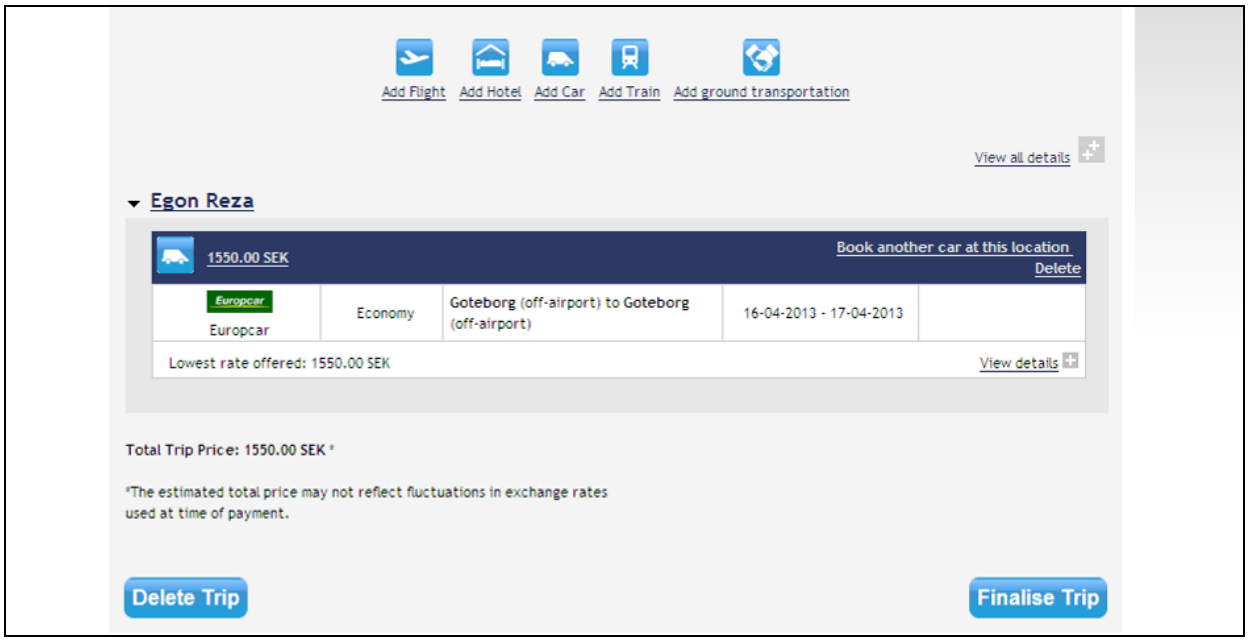
A car reservation can be made by the tab ”Book”. Then click on the link: Car



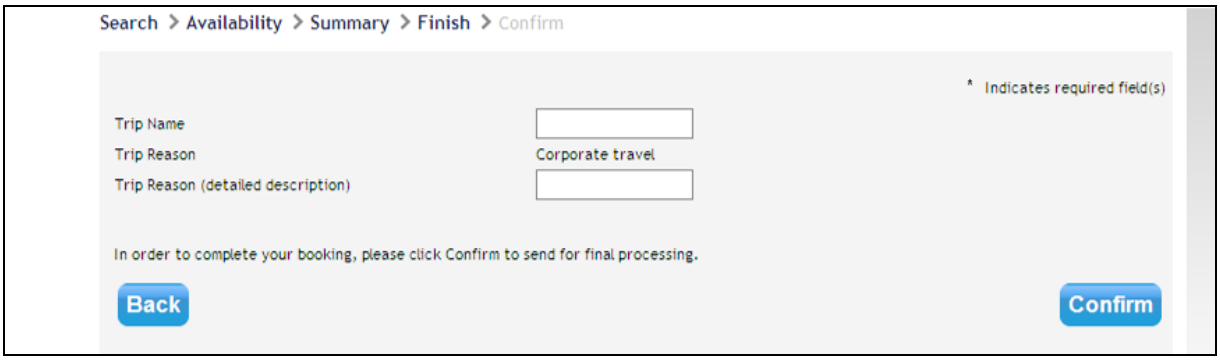

- Fill out pick-up/drop-off location, date, time and other search criteria if there are any. Then click ”Search”.
- Different search criteria could be e.g. preferred car supplier, type of car, type of class etc.




- Different alternatives are shown according to possible policy.
- Make your choice and then click “Add to trip plan” further down on the page.




- A summary will show and you can view your reservation to see that it is correct, and then click ”Finalize Trip”.
- If you then wish to add e.g. a hotel stay, use the links above: Add Hotel, Add Car, Add Train or whichever choice is available. That will then be added on to your reservation.

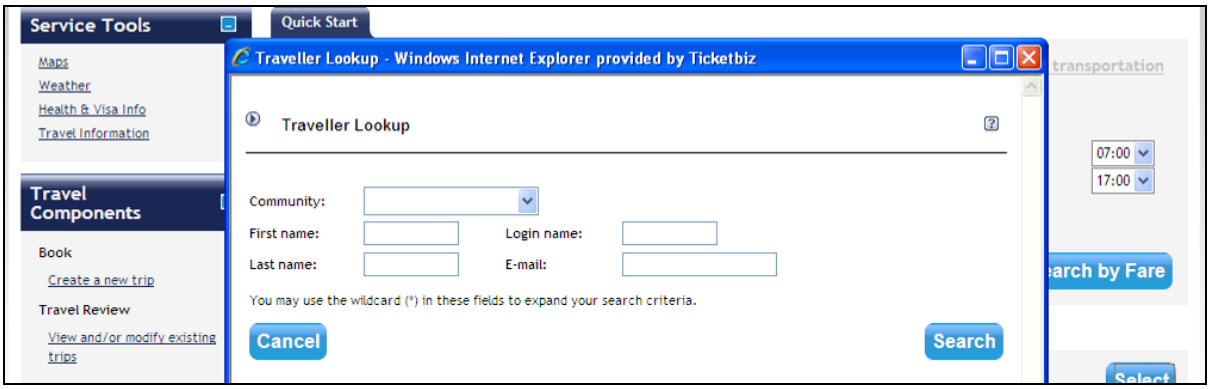

Search > Availability > Summary > Finish > Confirm
* Indicates required field(s)
Trip Name
Trip Reason
Corporate travel
Trip Reason (detailed description)
In order to complete your booking, please click Confirm to send for final processing.
Back
Confirm

- "Confirm" to confirm your reservation.
- The car will be paid for on the spot, voucher is not possible.
- On this page you also fill out (if needed) company related information such as: cost centre, project etc.

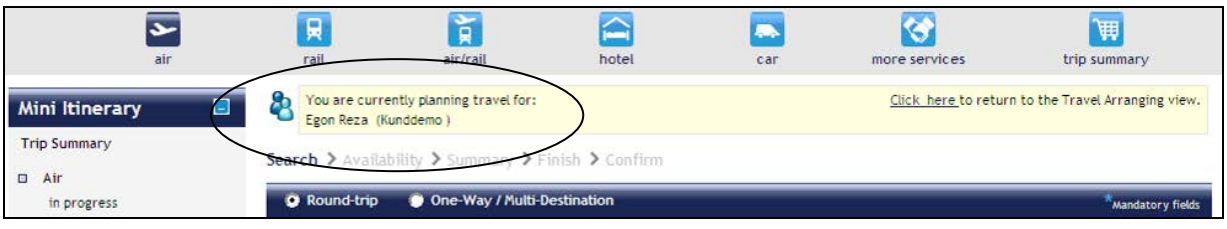
## 2.9 HOW TO MAKE A RESERVATION AS A TRAVEL ARRANGER

As a travel arranger you will find a header called "Travel Arranger" on the home page, which is accessable for travel arrangers only.

To choose which traveler to make a reservation for click: "Select". Fill out any of the blank spaces to search for the appropriate traveler. E.g the travelers first name is enough to use in the search.



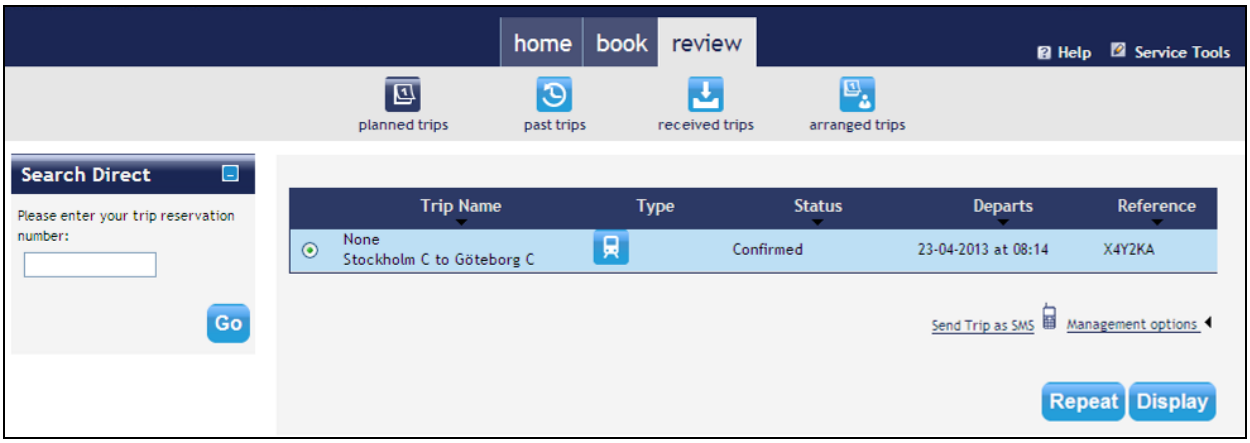

When you have found the traveler you want to make a reservation for, the top of the page will show that you are planning a trip for another person. After this part the the booking procedure is the same as when you make a reservation for yourself.



## 2.10 WHAT YOU CAN DO WITH YOUR RESERVATION

**You can view your reservation at any time.**

1. Click on the tab ”Review”.
2. Click on either: Planned Trip, Past Trip, Received Trip or Arranged Trip(only available to Orderer)
3. Select trip and click “Display”.




**You can also find your reservation with your reservation number**.

1. Click on the tab “Travel Review”.
2. To the left you can find a field to enter your reservation number in as shown below.
3. Then click “Go”.

**Send your Trip Plan to another traveler**

1. Go to the tab ”Review”.
2. Find the reservation you would like to use as a template by one of the links: Planned Trip/Past Trip/Received Trip/Arranged Trips.
3. Select reservation and click on the link: ”Management options”.
4. Then click: ”Forward”.

5. Last step is to select the traveler you want to send the template to by selecting from the lookup-window.Then send the itinerary by clicking: “Send”.